

Migrants Looking for Work



A Handbook for Migrants *Looking for Work in the Northern Territory* *July 2013*



Handbook for Migrants - Looking for Work in the Northern Territory

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Contents

Chief Minister’s Message	2
President’s Message	3
Welcome: Migrants Looking for Work.....	5
The Australian Workplace.....	7
Getting Ready to Look for Work.....	8
General Skills to Help You Find Work.....	11
Centrelink and Job Services Australia.....	16
Where to Look For Work.....	22
Applying for a job.....	24
The Job Interview	28
Starting a Small Business	31
Conditions of Employment.....	33
Rights in the Workplace.....	36
Protection from Discrimination and Harassment	40
Information for Working Women and Families	45
Unions	50
Superannuation.....	51
Taxation.....	52
Overseas Qualifications.....	53
Training Opportunities.....	57
Organisations Supporting Migrants.....	61
Useful Government Departments	66
Useful websites.....	68
Glossary	73



Chief Minister's Message



The Northern Territory is fortunate to have a rich and diverse population shaped by a range of multicultural influences. Migrants have long played an important role in the social and economic development of the Northern Territory and we see this today through our various multicultural festivals and celebrations, as well as business developments.

We are a growing population and it is important that we assist new migrants to the Northern Territory to support their successful settlement and make the Territory their home. This is even more relevant now with increased employment opportunities in the Northern Territory, through the growth of various projects and initiatives.

Employment plays a vital part in the successful settlement of migrants. The 2013 edition of *"Migrants Looking for Work: a handbook for migrants looking for work in the Northern Territory"* provides useful information on a range of topics to assist migrants to be informed of the various aspects of employment in the Northern Territory, as well as how to access the relevant services. This publication will also be useful not just for migrants, but for service providers and government agencies as well.

The Northern Territory Government is proud to continue to fund and support this important initiative and I am pleased that the Multicultural Council of the NT has undertaken the update of the handbook.

I congratulate the Multicultural Council of the NT on the updated handbook and commend this publication to you.

A handwritten signature in blue ink, appearing to read 'Adam Giles'. The signature is fluid and cursive, written over a light blue background.

ADAM GILES
8 May 2013

President's Message



The Multicultural Council of the Northern Territory (MCNT) is a community based non-**profit** organisation that provides direct services for individuals, families and communities from culturally and **linguistically diverse** (CALD) backgrounds in the Northern Territory. MCNT was established in 1977 as the Ethnic Communities Council of the Northern Territory and in 2000 changed its name to MCNT to better reflect the inclusive and diverse nature of the organisation and help forge greater outreach with the wider community.

Northern Territory has a vibrant and diverse multicultural community. The nature of this diversity helps define the NT and makes our community strong and resilient. With the continual increase in the migrant population, the MCNT and other agencies, through various programs, have been supporting many migrants in the settlement process for a several decades. The wider community - which includes **employers**, service providers, educational institutions, government and many other organisations - is part of the social infrastructure that allows and supports our rich diversity.

For many new arrivals, however, life can be very difficult and the future uncertain. It can be difficult to gain access to human and health services, to housing and, very importantly, to employment and employment services. It is well known that once a person has access to work, that person and their family can rapidly find their place in their new migrant society. They can enjoy the knowledge that they are heading towards economic and social independence.

MCNT along with other other agencies and the wider community, all **contribute** towards helping to achieve economic and social independence. We hope *Migrants Looking for Work* assists in this process.

We encourage both new settlers and the wider community to take advantage of this handbook. The MCNT would like to thank the Chief Minister and the Office of Multicultural Affairs, the NT Law Society and all other individuals and organisations for their support and **contribution** to this handbook.

We would also like to thank the MCNT Steering Committee, as below, who were primarily responsible for coordinating all of the work associated with the production of this Handbook.

Jaya Srinivas
President



MCNT Handbook Steering Committee



Madhu Dasgupta
MCNT Secretary



Joe De Luca
MCNT CEO

The MCNT Handbook Steering Committee consisted of Joe De Luca CEO and Madhu Dasgupta, Secretary of the Multicultural Council of the NT Inc. They were assisted by Emma Murphy - (Project Officer) and Kerry Williams (Editorial Assistance).

The Steering Committee would like to thank all of the organisations and individuals that contributed to the content and made this Handbook possible (refer Appendix A).

The Steering Committee believes that every effort has been made with the accuracy of the information contained within the Handbook until the period ended 30 June 2013.



Welcome: Migrants Looking for Work

Looking for work can be an exciting time, filled with new possibilities. But often it is also very difficult, and sometimes confusing. This is true for everybody - it may be especially true if you are in a new country, with different laws, a different language, and different expectations.

If you have just arrived in the Northern Territory from another country - or if you have been here for a while - and you're thinking about getting a job, this handbook is for you.

We hope the information in this handbook answers some of your most urgent questions, and helps you feel relaxed about starting to look for work.

How to use this book

There is a lot of information: many laws, processes, and organisations offering different sorts of help to people looking for work.

Because there is so much information, and because laws often change, we probably can't answer all your questions. But we can give you some hints to get started. We aim to give you a basic overview in each chapter, and then to tell you who you should talk to for more information. There is also an online version of this handbook. The online version will be updated from time to time, and you can download it from the Multicultural Council of the NT's website here: www.mcnt.org.au.

It's important to remember that every situation is different: there are different services available for people with different kinds of visas; different safety rules for different kinds of work. We suggest you always check with the organisations listed at the end of each section to make sure you know exactly what is right for you.

If a word is **in bold**, that means it is in the 'Glossary' at the end of this book. You can look the word up there if you don't understand what it means.

We have included lots of useful websites in this book. Because some web addresses (URLs) are very long, we only include the homepage, and hope that you will be able to find the information you are looking for. If you have trouble finding it, we have included the full URLs in 'Useful Websites'. They are listed in the order they appear in each chapter.



Who this book can help

Most of the information in this book is helpful for anybody looking for work, especially if you are new to Australia. But not all visas allow you to work: the people this book is mainly targeting are migrants and refugees who are legally **eligible** to work.

To find out if you are **eligible** to work, you might like to visit this useful website: www.immi.gov.au/e_visa/vevo.htm . When you enter your visa number, you will see your current visa details and **entitlements**. You can save or print your visa **entitlement** details for your own records, or you can email them to **employers**, migration agents and other organisations as proof of your **entitlements**.



The Australian Workplace

The Australian workplace will have similarities to and differences from the workplace in your own country.

In Australia, there are three broad areas of employment: the private (business), public (government) and community (non-government, non-**profit**) sectors. The **private** sector employs the largest number of people.

The **profit-making** or **private sector** is made up of some very large companies and many small businesses. Most private businesses in Australia employ less than 20 people.

The **public sector** includes: Commonwealth (**federal**) government, **state/** territory governments and local governments (councils).

The **community sector** is made up of organisations and charities that are not part of government and do not aim to make a **profit**. Most **community sector** organisations receive government funding and are managed by members of the community. For example, multicultural centres are part of the **community sector**.

These sectors can also be divided into **industry** groups. For example, in the Northern Territory, the industries that employ the most people are: public **administration** and safety, **trade**, health care and social assistance, and construction.

These industries make up just over half of the Northern Territory workforce. Across all industries, the most common type of job is office work.

Conditions of employment are different between industries and **occupations** and between the **private sector**, **public sector** and **community sectors**. However, there are some laws that set standard conditions for all workers, and explain rights and responsibilities for **employers** and workers. See the 'Conditions of Employment' and 'Rights in the Workplace' chapters for information about these laws.



Getting Ready to Look for Work

Being prepared improves your chances of finding work. Here are some important steps:

- Register with Centrelink (see 'Centrelink and Job Services Australia').
- Get an email address - most potential **employers** will ask for your email address (to send you more information) and expect you to send job applications via email.
- Find out about opportunities that exist for people in your profession in Australia.
- Think about what sort of work you want - now and in the future.
- Decide what skills and knowledge you already have to do this type of work and what other skills and knowledge are needed. For example, do you need to improve your English skills or do some other training? (See 'Training Opportunities'.) Would some Australian work experience help? (See 'General Skills to Help you Find Work').
- Do you need some **career** advice? Visit websites like <http://www.myfuture.edu.au/> and www.groper.com.au/career-test for lots of useful information.
- Write a **resume** (see 'Applying for a Job').
- Do you have overseas **qualifications** or certificates that might help you find work in Australia? (See 'Overseas **Qualifications**')

Apply for a Tax File Number

To work in Australia, you need to have a Tax File Number (TFN). This is so tax can be taken out of your **wages** (see the chapter on 'Taxation' for more information about the Australian tax system).

Applying for a Tax File Number is free, and you should do it before you look for work: you need to give this number to **employers** when you start a new job.

To get a Tax File Number, visit www.ato.gov.au.

Or call the Australian Taxation Office on 132 861 or the translation and interpreting service on 131 450.

Australian Business Number

Some positions are offered as contract or sub-contract work rather than jobs you are employed to do for a **wage**. This may be the case with some courier, trolley collection and cleaning jobs, for example.

For these positions, as well as a TFN, you will need to get an Australian Business Number (ABN). It is free to apply, and you can do this online at www.abr.gov.au.

For help or more information, call the Australian Taxation Office on 132 866 or the translation and interpreting service on 131 450.

When you have decided what sort of work you want, it's a good idea to find out if you need any special licences or clearances. Here are some of the common ones. If you think you might need one of these, you can start organising it now.

Driver's licence

Having a Northern Territory driver's licence - and a car - can make looking for work a lot easier. It can also make it a lot easier to get a job, as many jobs involve some driving.

For information on getting your driver's licence and where to get help, see 'Applying for a Job'.

Responsible Service of Alcohol

If you work in hospitality - like in a bar or a restaurant - and you serve alcohol, you must have a Responsible Service of Alcohol (RSA) certificate. This proves that you understand Australian and Northern Territory laws about serving alcohol (for example, it is illegal to sell alcohol to somebody under 18 years of age).

Most RSA courses are online, and they only take a few hours. You can find RSA courses by doing an internet search for 'NT RSA licences'. Make sure you do a Northern Territory course - there are different laws about alcohol in different **states**.

Ochre Card

If you want to work with children in the Northern Territory, you must have an Ochre Card. An Ochre Card is a Working With Children clearance: this means police have checked that you don't have any criminal history that makes it **inappropriate** for you to work with children.



For more information or to get an application form, contact SAFE NT:
Ground Floor
77 Smith Street, Darwin NT 0800
Phone: 1800 723 368
Email: safent.police@nt.gov.au
Website: www.workingwithchildren.nt.gov.au

White Card

If you want to work in building and construction, you must have a White Card. A White Card proves that you have had training about **occupational health and safety**, risk management, what to do in an emergency, and other important information for working on building sites.

White Card training usually takes six hours if you go to a course. You can also do it on the internet.

There are many registered training organisations in the Northern Territory who offer White Card training. To find one, visit: www.worksafe.nt.gov.au.

You can find online courses by searching the internet for 'NT white card training'. Make sure the course you do is government-approved.

For information about other safety licences you might need, visit: www.worksafe.nt.gov.au.

Use your networks

Make sure people you know - family, neighbours, and cultural organisations - know that you are looking for work. Get advice from them and ask them to tell you if they hear about any jobs you might like.



General Skills to Help You Find Work

This section explains some of the key skills that **employers** want their workers to have (see diagram below). This is useful information for you to learn about to help write your **resume** (see 'Applying for a Job') or be **confident** in a **job interview** (see 'The **Job interview**').

If you have never worked before, or never worked in Australia, this chapter gives you some ideas for ways that you can build on your skills, by **volunteering** or getting some work experience.

We also explain some important things about Australian workplace culture, which might be very different from what you're used to. We provide some tips for fitting in at work, getting along with the people you work with, and communicating with your boss or manager.

Don't forget to ask friends, family and other people you know, especially other migrants, for advice. They can tell you what they have learned about the Australian workplace and what they have done to make things easier for themselves.

Employability skills

This chart explains some of the key skills **employers** look for when they are hiring new staff. These are separate to **qualifications**, or skills **specific** to a certain job (like doing a course so you can be a security guard). The skills listed here are useful in most jobs.

It's good to understand this language so you can use these key words when you write a job application or talk to a potential **employer**.



EMPLOYABILITY SKILLS

Communication	<ul style="list-style-type: none"> * Speaking, listening and understanding * Reading and writing * Appropriate body language * Negotiation with others, for example if there is conflict or misunderstanding * Having empathy - understanding how others feel * Answering questions, for example responding to customer inquiries
Problem solving	<ul style="list-style-type: none"> * Being creative * Being practical * Showing independence - finding a problem and solving it * Solving problems in a team
Planning and organising	<ul style="list-style-type: none"> * Managing time and priorities * Resourcefulness - using what is available to you * Taking initiative and making decisions * Thinking about how things can be done better * Predicting - thinking about risks, challenges, and alternatives
Learning	<ul style="list-style-type: none"> * Taking responsibility for your own learning and establishing learning goals * Helping others learn * Being willing to learn in new settings - on the job and off the job * Being open to new ideas and new ways of working
Teamwork	<ul style="list-style-type: none"> * Working with people from very different backgrounds, religions, cultures and sexes * Working alone and also as part of a team * Encouraging, supporting and giving feedback to different members of the team
Technology	<ul style="list-style-type: none"> * Having basic IT (computer) skills and being willing to learn new IT skills * Using IT skills to organise information (electronic filing) * Knowing how to use different technologies safely (occupational health and safety)
Self-Management	<ul style="list-style-type: none"> * Having personal vision and goals * Evaluating and monitoring your own performance * Having confidence in your own skills and ideas * Taking responsibility
Initiative and enterprise	<ul style="list-style-type: none"> * Being able to adapt to new situations * Developing strategic, creative, long-term vision * Identifying new opportunities * Making ideas reality

Volunteering

Volunteering means offering to work for an organisation or business for free - without pay. **Volunteering** is a way of giving something back to your community. But it can also be a great way to learn more skills (like the employability skills), meet new people, and learn about Australian workplace culture.

When you volunteer, you often also have new opportunities to find paid work, as people get to know you and your skills, and you get to know professional networks. If you do any volunteer work - even just for a day or a week - you should put it on your **resume** and ask your boss or supervisor if they can be a **referee** for you (see 'Applying for a Job' for more information about **resumes** and references).

There are many opportunities for **volunteering** in Darwin and across the Northern Territory.

You can simply call an organisation that you would like to work for, and ask them if they accept **volunteers**. Or for more information about **volunteering** opportunities in the Northern Territory, visit www.govolunteer.com.au or www.volunteeringsa.org.au. You can also call Volunteering SA & NT on (08) 8221 7177.

Work experience

If you have work experience from overseas, make sure you mention it when you apply for work (see 'Applying for a Job'). But many **employers** in Australia do not understand the standards and quality of work in industries overseas.

That's why having some work experience in Australia is very useful. It helps you learn about Australian workplace culture and practices. When you do work experience, you can also get a reference (see 'Applying for a Job' for more information about references).

Talk to your Job Services Australia provider if you are interested in doing work experience. You can also find more information at the Myfuture website: www.myfuture.edu.au.



Australian workplace culture

When you start working in Australia, you might find that the culture in workplaces is very different to what you're used to in other countries. For example, the way workers talk to their bosses and colleagues might seem informal. The expectations that the boss has of the workers may also be different.

Understanding Australian workplace culture will help you find and keep a job. Some **employers** are worried about hiring a migrant or refugee who they think will not understand Australian styles of communication, or what sort of behaviour is acceptable at work.

It is important to know your rights, and to know that Australia has laws to make sure people are treated fairly at work. You can learn more about these laws in the chapters about 'Conditions of Employment', 'Rights in the Workplace', and 'Protection from **Discrimination** and **Harassment**'.

But there are also informal, cultural rules and practices. Some things will change depending on where you work, but some basic rules apply to all workplaces.

For example:

- If you are at work and you're sick, it is ok to ask for sick leave or to tell your boss that you want to go to the doctor.
- If you are sick and can't come to work, you should tell your boss by phone before you are due at work if that is possible.
- It is good to ask for a copy of your **pay slip**, so you can see how much you are getting paid and know how much leave you have owing. It is ok to ask questions if you think there is a mistake on your **pay slip**.
- Most workplaces have a 'policies and procedures' manual. You can ask to have a look at it. It will give you information about that workplace, for example: safety at work, what to do in an emergency, what to do if you are injured, and how to raise a problem or complaint if you are unhappy about something. If your workplace doesn't have a policies and procedures document, or if you don't understand it, you can ask your boss or supervisor to explain the workplace procedures to you.

It's good to ask questions about your pay, hours, safety, policies and procedures. Asking questions shows that you are keen to learn more, so most people are happy when you ask. If you don't feel comfortable, or you think you are being treated badly at work, you should speak to your boss or supervisor. If you're not satisfied with their response, you can talk to one of the organisations listed in the 'Rights in the Workplace' chapter.



The expectations your **employer** has of you might be very different to what you're used to if you have come here from overseas. How you present yourself - that is how you dress, how you behave and how you communicate - will have a big influence on your success in finding and keeping a job.

Here are some useful tips:

- **Shaking hands:** Shaking hands is a normal, friendly greeting for many people. Often, people shake hands the first time they meet and many people shake hands each time they meet. If you don't feel comfortable shaking hands, you can smile, nod, and say 'Pleased to meet you'.
- **Eye contact:** Looking people in the eyes is an important communication style in the Australian workplace. For many people, eye contact is a way to show that you are listening to them, understand what they are saying and are taking them seriously.
- **Clothing and personal hygiene:** Dressing appropriately and being clean and tidy is important. You may be asked to wear Personal Protective Equipment (such as a hat, gloves, glasses and other things to keep you safe) or a uniform.

If there is no uniform, you should ask what sort of clothing is expected, it is different for different types of work. Look at what your colleagues wear to get ideas about what is appropriate. It is important to be clean and well presented.

- **Religion:** Often religious practices are not part of the Australian workplace. But it is against the law to discriminate against somebody because of his or her religion. Talk to your **employer** if you need to attend to religious practice while you are at work.
- **Social events:** Many workplaces sometimes have social events that workers and managers **participate** in. This is a good way to encourage teamwork and friendly workplaces. Some examples of work social events are: celebrating a workmate's birthday, having a lunch or morning tea if somebody is leaving, celebrating the end of the year, or just going out for lunch or a drink together. This can be a good way to get to know each other.
- But many people who have families, or don't drink alcohol, don't like going out to hotels after work. If you are invited to a social event outside of work hours, it is ok to say 'no'. You can also tell your boss or the person organising the event if you are vegetarian, only eat halal food, or have any other requests.

The best way to learn about what is and isn't normal behaviour at work - what is acceptable and unacceptable - is to get some work experience in Australia and talk to friends and family who have started work here.



Centrelink and Job Services Australia

The Australian Government Department of Human Services provides social and support services. Its agencies include Medicare, Child Support Centrelink.

How can Centrelink help?

Centrelink is the agency that delivers services and support payments to people who are looking for work, looking after children, studying, sick, or need some other kind of financial help from the government.

The rules about who Centrelink can help are different for different sorts of visas. The best thing to do is to call Centrelink, or visit a Centrelink office. Tell them you are looking for work. They will ask you about your visa and can tell you what help is available.

Depending on your visa, you may be **eligible** for income support payments from Centrelink, such as Newstart Allowance (if you are 23-63 years old) or Youth Allowance (if you are 16-22 years old). These payments can help you meet your basic needs while you look for work.

Centrelink will do a Job Capacity Assessment: they will talk to you about your skills to find out what help you need while looking for work. They will decide how much support you will need while looking for work. It's important to tell Centrelink about things that make it hard for you to work - for example, if you have trouble with English, are recovering from torture and trauma, or looking after family. This is so you get the right sort of help and support. When Centrelink understands your situation, they will put you in a 'stream' and might refer you to a Job Services Australia (JSA) provider. See below for information about these services.

To find out about the different services Centrelink offers, visit www.humanservices.gov.au. You should also visit a Centrelink office, or call Centrelink, and register as 'looking for work'. Centrelink will tell you what help you are **eligible** for.

Once you register with Centrelink, there are many services you can access online, like reporting your income (see below) and checking appointments.

If you would like an interpreter at any Human Services appointments (like a Centrelink appointment), the department will organise one for you.



Centrelink has written information in different languages on the Human Services website: www.humanservices.gov.au.

You can also talk to Centrelink in your own language by calling the Human Services **multilingual** telephone service on **131 202**.

Income management

Income Management is an Australian government system to help make sure your **essential** needs are being paid for, like rent, electricity, food, medicine and school fees. In the Northern Territory, some people receiving Centrelink payments might be referred onto Income Management. You cannot use your Income Managed funds for cigarettes, alcohol, gambling or pornography.

Other government representatives, such as child protection **authorities** and social workers, might also refer you to onto Income Management.

Centrelink will tell you if you are being referred onto this program. You will still get the same amount of money. Some of your money will go into your bank account like usual, but the rest will be held in your Income Management account. You will need to talk to Centrelink about how you want to use that money, and it can only be spent on **essential** items. You can spend the rest of your payment however you like.

If you are put on Income Management and you don't think you should be on this program, you have the right to **appeal**. This means Centrelink will look at your situation again and **consider** the reasons you were put on Income Management. In some cases, you can ask to be taken off the program.

If you need help managing your money, you can also volunteer for income management.

For more information about Income Management, contact Centrelink.

Reporting your earnings

If you receive Centrelink payments it is important that Centrelink has the right information about you, so you get the right amount of money.

If you find work, you should tell Centrelink straight away. You might still be **eligible** for some Centrelink payments, but you need to tell Centrelink how much you are earning, and how many hours a fortnight you are working.



If you tell Centrelink about your new job as soon as you start, they can tell you what to do; you might need to tell Centrelink every fortnight how much you have earned. This is called 'reporting your earnings'.

If you don't tell Centrelink about your new job, in the future you might owe Centrelink lots of money. It is your legal obligation to tell Centrelink the truth about your job and how much you are earning. Otherwise you can be charged with **fraud**.

Department of Human Services offices in the Northern Territory - this is where you can find Centrelink:

Darwin: 24 Knuckey Street, City

Casuarina: 50 Bradshaw Terrace

Palmerston: 2 Maluka Street

Katherine: 4 Second Street

Tennant Creek: 77 Paterson Street

Alice Springs: 5 Railway Terrace and 4 Elder Street

Nhulunbuy: Endeavour Square

Phone: **Department of Human Services multilingual service 131 202.**

(This service uses voice **recognition** software to put you through to the right person. If the computer doesn't understand what you are saying, don't hang up! Just wait and somebody will answer your call.)

Website: www.humanservices.gov.au

Job Services Australia

Once you have a Job Services Australia (JSA) provider, they will develop a program to help you find work.

For example, your JSA provider can:

- give you advice on the best job search methods
- talk to you about **career** options and employment programs
- help you prepare your **resume**
- give you tips to improve your **job interview** skills
- refer you to more training if that will help you find work.

If you have the right to work in Australia and are not working or studying **full-time**, you may be **eligible** for help from Job Services Australia.

To find out if you are **eligible**, phone Centrelink on 132 850, or visit a Centrelink office (see contact details above).



How to register for help

The main way to register for help from Job Services Australia is through Centrelink. Centrelink can assess your situation and work out what services you are **eligible** for. They can also help you choose a JSA provider and make your first appointment for you.

When you go to your first JSA appointment, you should take:

- identity documents
- a letter from your **employer**, separation certificate, or some other **evidence** that you have lost your job (if this is **relevant** to you)
- your Centrelink Customer Reference Number (if you have one)
- any education certificates (see 'Overseas **Qualifications**')
- details of your work history
- names and contact details of **referees**
- your **resume**, if you have one (if you don't have one, your JSA provider can help you write a **resume**).

Your personalised Employment Pathway Plan

Your JSA provider will help you to develop an Employment Pathway Plan. This is a plan that sets out what sort of work you would like to do and what training or other help you need to get that sort of work. Your plan might include work experience (see 'General Skills to Help You Find Work') or training to get new skills or **qualifications**.

Your JSA provider might also be able to help with some financial support, for example to help pay for work clothes, training or transport.

Job seekers with disability and mental health conditions

If you have a disability or experience mental health issues, you may be **eligible** for the Disability Employment Network or **Vocational Rehabilitation Services**. Centrelink or your Job Services Australia provider can talk to you about how this service could help you and whether you are **eligible**.

For more information about the Disability Employment Network or **Vocational Rehabilitation Services**, or to find your local service, call a JobAccess Adviser on 1800 464 800 or visit www.jobaccess.gov.au.



Different levels of support to suit your needs

When Centrelink refers you to a JSA provider, you will be placed in a 'stream'.

There are four JSA streams. Each stream gives you a different level of support depending on what you need. The streams are:

- Stream 1, for job seekers who are ready to work
- Stream 2, for job seekers with some **barriers** to employment, but not many
- Stream 3, for job seekers with more **barriers** to employment
- Stream 4, for job seekers with serious **barriers** to employment.

If you are in Stream 1, you will receive help with your **resume**, help with job searching, a skills assessment and training. If you are in Streams 2 or 3 you will receive more **intensive** help, for example: help to develop your skills in how to search for a job; help with English, reading, writing and maths. You may also get help if you have personal or emotional problems that make it hard for you to get a job.

If you are in Stream 4, you will receive much more **intensive** help. For example, as well as training, you may need counselling or professional support, or referral to other support services.

As part of your JSA program, you will be provided with some work experience to help you develop your skills.

You will also meet your JSA provider regularly, and should let them know if your situation changes, if you are having any trouble or have any questions.

Help with language services

If you need to use an interpreter for your JSA appointments, or if you want more information in your own language, call the Department of Education, Employment and Workplace Relations Customer Service Line on 1800 805 260.

Your obligations

If you receive Newstart, Youth Allowance or Parenting Payment from Centrelink and you have activity test or **participation** requirements, you must look for work and take part in activities that will help you find a job. Your JSA provider will **consider** your personal circumstances and include suitable activities to include in your Employment Pathway Plan.



If you are unable to take part in activities, you should discuss this with your JSA provider as soon as possible. Most job seekers do the right thing, but if you don't **participate** in activities, and you don't have a good excuse, you may lose some of your Centrelink payments.

Employment agencies

Employment agencies are sometimes called recruitment or labour hire agencies. They are not linked to Centrelink - you must register with an employment agency yourself, and you can register with as many as you like.

Some employment agencies focus on **particular** types of work or industries - like farm work, **administration**, or mining. Employment agencies sometimes focus on short-term, **casual** or **temporary work**.

Employment agencies work with **employers** to help them find workers. Often they have a job-search service on their websites.

For a list of employment agencies in the Northern Territory, visit www.theterritory.com.au.



Where to Look for Work

The more sources you use when you're looking for work, the more chances you have of finding just the sort of job you want. Ask somebody at your Job Services Australia provider or employment agency to help you think of different places to look for work (see 'Centrelink and Job Services Australia').

Make sure you tell friends, family, neighbours and other people you know that you are looking for work. Many people find work through personal connections.

Newspapers

Many jobs are advertised in newspapers. In the Northern Territory, the main newspapers are:

- *NT News* (Published daily. Most job advertisements are published on Wednesday and Saturday)
- *Katherine Times* (Katherine - published weekly)
- *Tennant & District Times* (Tennant Creek - published weekly)
- *Centralian Advocate* (Alice Springs - published fortnightly)
- *Arafura Times* (Nhulunbuy - published weekly).

Local libraries usually have all the major newspapers. Libraries are listed in the Yellow Pages. You can also find these newspapers on the internet.

But lots of jobs aren't advertised in newspapers, so look at some of the other ideas in this chapter too.

Internet

There are websites that advertise jobs all around Australia. When you visit these websites you can search for the type of job you want and where you want to work - i.e. Darwin or the Northern Territory. Job websites include:

- www.jobsearch.gov.au
- www.mycareer.com.au
- www.seek.com.au
- www.careerone.com.au.

Job advertisements

A job advertisement (or 'job ad') briefly describes the job. It might talk about the main duties, the pay (or '**salary**' or '**wages**') and explain what **qualifications**, experience and skills you need for the job. A job ad should also tell you how to apply and who to contact for more information.

Here is an example of a job advertisement:

SECRETARY

We are seeking a highly exp. Secretary to work in our Legal Branch. Must type 70w.p.m. good communication skills and be self motivated. **Salary** 35 K (neg) p.a., some o.t. req.

Duties: w.p., reception, preparing legal reports and documents. Temp. pos. for 6 mths. Email applications by 11/6/13 to: D.Santos@biaco.org.au. For info, phone: 8888 8888.

The sample job advertisement, like many others, uses abbreviations to save on space and therefore cost.

Here are some of the most common abbreviations used in job advertisements:

appt - appointment	cas - casual	exp - experience/d
hrs - hours	info - information	K - thousand
i.t. - information technology	mths - months	neg - negotiable
o.t. - overtime	p.a. - per annum (each year)	pos. - position
p.t. - part-time	p.w. - per week	quals - qualifications
pref - preferred	prev - previous	wk - week
req - required	temp - temporary	
w.p. - word processing	w.p.m. - words per minute	

Approaching employers directly

Another common way to find work is to contact businesses or organisations you would like to work for. Even if they have not advertised a job, if they meet you or see your **resume** they might decide to hire you, or they might remember you in the future, when they are looking for more workers. Approaching **employers** directly like this can be very successful, especially if you are looking for **trades** work.

Other places to look for work

There are many other places to look for work. Many shopping centres and community centres have noticeboards where jobs are advertised. There are also services to help travellers and back-packers find short-term work, and migrants and refugees often use these services too. Look at noticeboards around hostels (like in Mitchell Street, Darwin, where many backpackers stay), or visit www.backpackerjobboard.com.au.

If you know what **industry** you want to work in, sometimes you can look at websites for that **industry**. Also, some **Unions** advertise jobs. If you want to work for the government, visit: www.careers.nt.gov.au or www.apsjobs.gov.au.



Applying For a Job

Applying by telephone

If you call an **employer** about a job, it is important to be well prepared. You might be applying for the job over the phone, or just calling for more information. Here are some useful things to think about before you call:

- Have all the **relevant** information about your work and educational background in front of you so that you can answer questions.
- If you are responding to an advertisement, think about the skills needed for the job, and how you can talk about your work experience and training.
- Have your email address and other contact information ready.
- Introduce yourself, speak clearly and be **confident**.
- If you have the name of a contact person, ask for that person. If not, you can say you are calling about a job, and find out who you should speak to. (For example, 'I'm calling about the sales assistant job advertised in the NT News. Can you tell me who I should speak to?')
- Have a list of questions prepared.
- Find out how to apply for the job. (For example, whether you have to fill in a form or do a written application.)
- If you do not need to apply in writing, ask for an appointment to discuss the job in more detail.
- Ask if they can email you a statement of duties or **selection criteria**, and any other information.

How to write a job application

A well-written job application will help the person reading it decide whether or not to interview you.

Your job application should be written clearly, give the **employer** a good understanding of your skills, **qualifications** and experience, and include your contact details.

There are usually two parts to a job application: an application letter and a **resume** (a **resume** is sometimes called a **curriculum vitae** or CV). Before you write your application, call the **employer** to find out if there are **selection criteria** or a list of 'essential and desirable criteria' - skills you must have to get the job. For some positions, they will send you the **selection criteria**. Your job application needs to show that you meet these **criteria** - i.e. that you have the skills they are looking for.

Application letter

In your application letter, explain which position you are applying for (for example: 'I am writing to apply for the position of sales assistant, as advertised in the February 12 NT News'). You should also talk about why you think you would be good at the job and what experience and skills you have that are **relevant** to the job.

If the position has **selection criteria**, put your responses in a separate document. You can refer to this in your application letter. (For example, 'I have addressed the **selection criteria** in the following document.')

At the end of your application letter, you can invite the **employer** to look at your **resume** and contact you. (For example: 'I have attached my **resume** for your information. I look forward to hearing from you to talk more about this position.')

Resume

You should always include a **resume** with your job application. A **resume** gives the **employer** an overview of your education, **qualifications**, work history and other **relevant** experience. A **resume** is written differently to an application letter. See below for an example of how a **resume** might look. It should be clear and easy to read. Ask friends and family if you can look at theirs.

Don't worry if you have never worked before, or don't have a lot of work experience. You can still do a **resume**. Think about skills and experience that you have from other parts of your life - from looking after your family, helping with a church group, being in a band or playing on a sports team.

If you don't have a lot of work experience, you might want to start your **resume** with a personal **statement** - something that says a little bit about who you are, what sort of work you want and why you would be good at it.

Here is an example of a **resume**. This shows you what a **resume** should look like, and also what information you should include. If you have never worked before, you can leave out the 'Employment History' section and put more information in the 'Personal Statement' about who you are and what you would like to do.



Example Resume

Personal details

Your name

Address

Phone number (mobile is best)

Email address

Personal statement

Write a paragraph that talks about what sort of work you'd like to do and why you would be good for that sort of job.

Skills and abilities

*List the skills and abilities you have. You might get some ideas from the Employability Skills chapter. For example:

*Fluent in Vietnamese and English

*Excellent communication skills

*Familiar with basic computer programs

Education and training

List any **qualifications** you have, from school, university or college. Put the year and where you studied. For example:

2011: Certificate II in Spoken and Written English

- Charles Darwin University

2010: Security training

- ABC Securities, Darwin

2005: Year 10

- Overseas high school (say which country you went to high school in)

Employment history

List any jobs you have had, the year, the organisation you worked for, and the main duties. For example:

2010 - 2011: Shop assistant, K-Mart, Casuarina Shopping Centre
Main duties: respond to customer inquiries, use electronic cash register, data entry, answer phones, stock shelves, general office duties

2008: Market stall assistant, Parap Markets
Main duties: early morning set-up, arrange displays, sales and customer inquiries, record cash collection

Relevant experience

List other things you have done that show your skills, for example, volunteer work. Use the same format as for 'Employment History'.

Referees

Include the name, position and phone number of two people who can answer questions about you - for example why you'd be good for the job. Think about people like teachers, previous **employers** and other community leaders you know who would be happy to be your **referees**.

Getting around

In the Northern Territory there are many different types of transport to help you get around. Public transport includes taxis, mini-buses and public buses. You can find information, timetables and contact details in the Yellow Pages phone directory or on the internet.

For many jobs you need a current Northern Territory driver's licence. If you have a licence from a different country, or from a different Australian **state**, you must transfer it to a Northern Territory licence within three months of arriving here. You can do this at a Motor Vehicle Registry office.

It is also your responsibility to make sure the car you drive is registered.

Driving without a driver's licence and driving an unregistered car are against the law.

To get a Northern Territory licence, you must do a test to show that you understand the road rules. You must also show some paperwork, for example to prove your name, age and address.

For information on transferring a licence from a different **state** or different country, or information on registering a car or getting a new licence, call the Northern Territory Motor Vehicle Registry on 1 300 654 628. To find a Motor Vehicle Registry office, call 1 300 654 628 or visit www.transport.nt.gov.au.

The Multicultural Council of the Northern Territory has a 'Passport to Drive' program. It helps new migrants and refugees learn about the Northern Territory's road rules and how to be safe drivers. The program also helps you to get your driver's licence.

The Passport to Drive program is for:

- Humanitarian entrants
- Family stream migrants with low levels of English proficiency
- Dependents of skilled migrants in rural and regional areas with low levels of English proficiency.

Some **temporary** residents in rural and regional areas, who have arrived in Australia during the last five years and who have low English proficiency, also fall within the target group.

For more information, call (08) 8945 9122 or email driving@mcnt.org.au.



The Job Interview

A **job interview** is your best opportunity to show the **employer** that you are the right person for the job. Talk to your Job Services Australia provider about how to get ready for an interview. This chapter gives you some ideas about how to get ready, what to expect and questions to ask.

Before the interview

Find out as much information as possible about the job and the organisation. For example:

- Where does the position fit into the structure and role of the organisation? Get a copy of the organisation's annual report or other **relevant** documents if possible.
- What would you be doing if you got the job? If you addressed '**selection criteria**' in your written application, read these again before the interview (see 'Applying for a Job').
- What working hours, **wages** and training opportunities can you expect?
- What skills will you need to do the job? Look at the job advertisement and **selection criteria** again so you know what the **employer** is looking for.

What will happen at the job interview?

You might be interviewed by one person or a group of people (an 'interview panel'). If the job is a senior position, there might be three or more people on the interview panel.

The person or people interviewing you will probably have a list of questions that they will ask everybody. **Job interviews** take different lengths of time. It is best to be free for an hour or two just in case the interviews are running late or they have lots of questions to ask you.

Questions you might be asked at the job interview

During the interview, the person or people interviewing you will be trying to decide these things:

- Do you have the skills, training and work experience you need for the job?
- Do you have the right sort of **attitude** and personality to do the job and fit into the organisation?
- Can you communicate well with other people?
- Will you be able to learn new skills?

If you think about what questions the interviewer/s might ask, you can have some answers ready.

For example:

- Why are you interested in this position?
- Can you briefly explain your experience and training relating to this position?
- Why do you think you would be good at this job?
- What is your understanding of this company or organisation?
- What are your future **career** plans?
- How soon can you start?

They might also ask you an open question, like 'Is there anything else you'd like to say?' or 'Is there anything else you'd like us to **consider**'?

Try to be brief and clear. If they ask you a question you already covered in your written application, you can repeat the information briefly and refer the interviewer/s to the **relevant** section in the application.

Questions you might ask the interviewer/s

It is good to ask one or two questions during the interview, to show you have thought about the job. Here are some examples of questions you can ask:

- How soon will you be making a decision about this position?
- Can you tell me more about the duties I would need to fulfil?
- Would I be working in a team, or on my own?
- When do you want the successful **applicant** to start?
- What training opportunities are available?
- What is the starting **salary**?
- What are the usual hours of work and will the job involve any **overtime**?

Hints for a successful interview

- Arrive early so that you have time to relax before the interview.
- Dress neatly and suitably for the job you want to get. Wear something comfortable so it will not **irritate** you during the interview.
- Make eye contact with the interviewer or interviewers.
- Take references and other **relevant** documents for the interviewer/s in case they want to look at them (see 'Overseas **Qualifications**' for more information).



- Avoid negative statements. For example, instead of saying 'I have only been in Australia for eight months and don't really have much experience here', you can say, 'I have lots of experience from overseas. Since arriving here I have completed the ... training program which has given me ... skills.'

If you don't get the job

Lots of people might have applied for the same job as you. Most people apply for many jobs, and have a few **job interviews**, before they are offered a job.

After the interview, some **employers** will contact you even if you didn't get the job. Some **employers** will only contact you if you were successful.

If you had an interview and haven't heard anything, you can contact the **employer** to find out if you got the job. If you missed out, you can ask the person who interviewed you for feedback, to explain why you didn't get the job.

Think about things you could do differently, for example, should you apply for different kinds of work? Could you answer interview questions differently?

Keep trying! Ask friends and family for advice. Go back to your Job Services Australia provider or employment agency and ask for more help getting ready for the next interview.



Starting a Small Business

If you want to start your own business, there are many services that can help you with advice, training and support. Here is a summary of some useful services to contact.

Northern Territory Department of Business

The Northern Territory Department of Business can help you start and run your business. It can also give you information on grants and other types of help.

The Department of Business runs Business Upskills workshops around the Northern Territory, on topics such as:

- Marketing
- Pricing, costing and quoting
- Staff and your responsibilities
- Planning for business growth.

Territory Business Centres

Territory Business Centres are the contact point for the Department of Business if you own or are starting a small business. At a Territory Business Centre, you can:

- Register a business name
- Learn about business licensing rules in the Northern Territory
- Download applications for different licences
- **Lodge** licence applications online.

There are Territory Business Centres in Darwin, Katherine, Tennant Creek and Alice Springs.

For more information, contact:

NT Department of Business (and Darwin Territory Business Centre)

Development House

76 The Esplanade, Darwin NT 0800

GPO Box 3200 Darwin NT 0801

Phone: (08) 8982 1700 or 1800 193 111

Email: territory.businesscentre@nt.gov.au

Website: www.dob.nt.gov.au/business

You can also call the Australian government's Small Business Support Line on 1800 777 275.



Business Enterprise Centres Australia

Business Enterprise Centres (BEC) Australia is a not-for-profit network that supports Business Enterprise Centres around the country. These centres run workshops and provide information and advice to small businesses.

The BEC Australia website has links to useful information on starting and running a small business.

Business Enterprise Centre Darwin

Lower Level,

20 Catterthun Street, Winnellie NT 0820

Phone: (08) 8923 6111

Email: enquiries@becnt.com.au

Website: www.becnt.com.au and www.becaustrialia.org.au

New Enterprise Incentive Scheme (NEIS)

The New Enterprise Incentive **Scheme** (NEIS) is a self-employment program, which helps you put your business ideas into practice.

NEIS provides a range of assistance for setting up your own business, including:

- Training in small business
- Business skills and business plan development
- Income support for up to 52 weeks
- Business advice and mentor support during the first year of business operation

If you are interested in this program, talk to somebody at Centrelink. If you are **eligible**, Centrelink can refer you to a provider.

The NEIS provider in the Northern Territory is Mission Australia.

For more information, please contact Mission Australia:

Phone: 1300 006 347

Email: qldntneis@missionaustralia.com.au

Website: www.mission.com.au



Conditions of Employment

Most people work for **wages**, salaries or a share of the **profits** if they own the business. People are usually employed on either a permanent **full-time**, permanent **part-time** or **casual** basis.

Income tax is taken from the employee's **wages** by the **employer** and paid to the government. This is called PAYG (Pay As You Go) tax.

How much you get paid, and your **working conditions**, are influenced by four main things. These are:

- National Employment Standards
- National Minimum **Wage**
- **Awards**
- **Enterprise agreements.**

National Employment Standards: 10 minimum working conditions

National Employment Standards are 10 minimum conditions that apply to everyone employed in the national workplace relations system - this means most workers in Australia.

The 10 **minimum conditions** are:

1. A maximum of 38 working hours per week, plus a reasonable number of extra hours
2. The right of parents and carers to ask for changes to their work arrangements to care for children under school age or children under 18 who have a disability
3. Up to 12 months' unpaid **parental** or **adoption** leave, and the right to ask for another 12 months (see 'Information for Working Women and Families' to find out about paid **parental** leave)
4. Four weeks of paid leave per year. If you are a shift worker you may be **eligible** for five weeks of paid leave per year
5. Ten days' paid personal leave (if you are sick or need to care for someone else), plus two days' unpaid carer's leave and two days' paid **compassionate leave** (to attend a funeral, for example) when needed
6. Up to 10 days' paid leave for **jury service** and unpaid leave for voluntary emergency work
7. Long service leave
8. Paid days off on public holidays
9. Up to four weeks' notice of **termination** (your job ending) and up to 16 weeks' **redundancy** pay (extra payment when your job ends)
10. The right to receive a copy of the 'Fair Work Information Statement'.



Casual work

Casual workers have different **entitlements**. They do not get paid leave, but are paid at least 23% more per hour (25% in most modern **awards**) than permanent employees and have the right to:

- Unpaid carer's and **compassionate** leave and leave for community service
- Maximum weekly working hours
- Days off (unpaid) on public holidays
- Once working regularly for at least 12 months, the right to ask for changes to working arrangements for **parental** or carer responsibilities and for **parental** leave.

Minimum Wage

The Fair Work Commission sets the National Minimum **Wage**. It is reviewed in July each year. In 2012, the National Minimum **Wage** was set at \$15.96 per hour, or \$606.40 per week. For **casual workers**, the rate is \$19.63 per hour.

Most employees in the Northern Territory should not be paid less than the National Minimum **Wage**. Some workers, including those under 21 years of age and **apprentices**, are covered by a lower minimum **wage**. More information can be found at www.fairwork.gov.au/pay.

Workers who are covered by an **award** or an **enterprise agreement** are usually paid more than the National Minimum **Wage**.

If you are being paid less than the National Minimum **Wage**, you should contact the Fair Work **Ombudsman** (see 'Rights in the Workplace').

What is an award?

Awards set out minimum **wages** and **working conditions** for employees in **specific** industries or **occupations**, in addition to the 10 National Employment Standards. Some of the things that might be covered by **awards** include allowances (such as travel allowance), **overtime** and penalty rates (for example, higher pay rates for night shifts), and the ways that disputes should be resolved.

Federal awards cover the Northern Territory. The Fair Work Commission makes these. To find out what **award** covers a **particular** job, visit www.fairwork.gov.au or phone the Fair Work **Ombudsman** on 131 394.

Enterprise agreements

Enterprise agreements, or collective agreements, are another way for **employers** and employees to set rates of pay and conditions of work. While **awards** cover whole **occupations** or industries, **enterprise agreements** are **specific** to a workplace. An **enterprise agreement**, like an **award**, must not contain conditions below the 10 minimum National Employment Standards.

Enterprise agreements can be negotiated between an **employer** and a **union representing** the employees (workers). A group of employees can also negotiate an agreement directly with their **employer**. After a **majority** of employees have voted to accept the agreement, and the Fair Work Commission approves it, the employment conditions set out in an **enterprise agreement** are legally binding. For more information about **enterprise agreements**, contact the Fair Work Commission on (08) 8936 2800 or visit www.fwc.gov.au.

Shift work

Employees who often work outside of normal working hours (such as night shifts and weekends) or whose starting and finishing times regularly change are called shift workers. Shift workers are usually paid a shift loading (a higher pay rate).

Awards and agreements include details about things like what hours a shift worker can be rostered on for, and penalty rates for weekends and **overtime**. Under the National Employment Standards, shift workers get an extra week of annual leave compared to regular **full-time** workers.

Overtime

In many jobs employees may be asked to work **overtime**, or extra hours after their shift has finished. **Overtime** is usually any work over 38 hours in a week, or work outside the regular working hours listed in the **award** or agreement.

Overtime is usually paid at a higher rate. This is often one-and-a-half times the usual hourly rate, but depends on the **award** or agreement. In some jobs, instead of extra pay you will get extra time off for the hours of **overtime** you work.

Under the National Employment Standards, all workers have the right to say no to any unreasonable request for **overtime**. If you have family duties, or if working more hours will pose a risk to your health or safety, for example, you can refuse to work further **overtime**.

More information can be found at: www.fairwork.gov.au.



Rights in the Workplace

It doesn't matter whether a worker is employed on a **casual, part-time** or **full-time** basis, whether they are a **junior** worker, or a worker from overseas, everyone has basic workplace rights. These include the right to a safe working environment and the right to join a **Union**.

Health and safety at work

Employers in the Northern Territory are responsible for making their workplaces safe and healthy. Workers are responsible for following safety rules in the workplace. The **employer** must talk to workers about safety matters. In larger workplaces there may be a committee of workers and managers who work together to keep the workplace safe.

Employers must have **workers' compensation** insurance. This means that if you are injured at work, the insurance company will pay for your medical costs and your **employer** will continue to pay your **wages** while you cannot work (but the **employer** will get the money for the **wages** back from the insurer). In the Northern Territory, you may also be covered by **workers' compensation** if you are involved in an accident on your way to or from work - but not if it was a car accident.

Workers' compensation can also be **claimed** for psychological injuries - like stress, depression or trauma. You need medical **evidence** to show how your job **contributed** to psychological injuries. Workplace **bullying** is a health and safety issue and you may be able to **claim workers' compensation** for the effects of **bullying** on your physical or mental health. (For more information about **bullying** see 'Protection from **Discrimination** and **Harassment**').

If you are injured at work, you should tell your **employer** as soon as possible. You have up to six months to submit a **workers' compensation claim** form, which can be found on the NT WorkSafe website. If you are also claiming for lost **wages** while you are unfit to work, you must also submit two copies of the approved **workers' compensation** medical certificate.

If you do get injured, your **employer** should help you to get back to work as soon as possible. This may mean giving you different duties while you are recovering.



There are people who can help you make a **claim** for **workers' compensation**. You could talk to your doctor, your **Union** (see 'Unions') or the NT Working Women's Centre (see 'Organisations Supporting Migrants').

If your **claim** for **workers' compensation** is approved, you may be paid for up to 26 weeks at full pay while you can't work. You may also be paid for medical and **rehabilitation** costs, and other expenses.

For more information, please visit www.worksafe.nt.gov.au or contact NT WorkSafe:

Workplace Health and Safety

Phone: 1800 019 115

Email: ntworksafe@nt.gov.au

Workers' Compensation

Phone: 1800 250 713

Email: ntworksafe@nt.gov.au

Equal Employment Opportunity

All government agencies (Commonwealth, **state**/territory and local) have Equal Employment Opportunity (EEO) policies. This means, firstly, that people must be chosen for a job on the basis of their abilities, without **discrimination** or favouritism. Secondly, it means that government agencies should develop ways to increase the number of people from non-English speaking backgrounds (and certain other groups such as women) in their workforce. Some private companies and **community sector** organisations also have equal employment opportunity policies.

The Fair Work Ombudsman

The Fair Work **Ombudsman** can give you information and advice about **federal** workplace laws and your rights in the workplace. Part of the Fair Work **Ombudsman's** role is to educate people in Australia about fair work practices and rights and to **promote cooperative** workplace relations.

The Fair Work **Ombudsman** makes sure workplace laws are followed, and sometimes **audits** a **particular employer's** records to make sure they are following workplace laws. Fair Work **Inspectors** are appointed by the Fair Work **Ombudsman** to investigate any complaints about possible breaches of laws, **awards** or agreements.



If you believe that your workplace rights and obligations are not being upheld, for example if you are not paid the correct **wage** or not paid annual leave, you should ask for help from the Fair Work **Ombudsman**. You can make a formal complaint, report a breach of the law, or ask for information about your rights.

Fair Work Ombudsman

Level 5

47 Mitchell Street, Darwin NT 0801

GPO Box 9887 Darwin NT 0801

Phone: 131 394

Website: www.fairwork.gov.au

(You can send an email to the Fair Work **Ombudsman** by going to this page and clicking on 'Contact Us'.)

Other employer and employee responsibilities

If you are employed to do a certain type of work or duties, you should not be asked to do totally different duties. This may be a form of **termination**.

An employee does not have to obey a command that involves any illegal activity (such as driving if you do not have a licence). You can expect your **employer** to:

- Show you what to do or give you training
- Help you get experience and confidence in your work
- Let you develop and use your skills at work
- Keep you informed about things that affect you
- Ensure a safe working environment
- Pay you on time and provide you with a **pay slip** explaining your pay, tax and all other **deductions**.

Your **employer** will expect you to:

- Arrive at work on time
- Have a good **attendance** record
- Be interested in the work
- Follow instructions and accept suggestions
- Ask for help if you need it
- Obey safety rules
- Dress suitably for the job.



Your duties to your **employer** are to:

- Obey the **employer's** lawful and reasonable **demands**
- Do the work carefully and **competently**
- Account to the **employer** for any money or property you receive while at work.

For more information on workers' rights you can contact one of the following:

- Fair Work Infoline on 131 394 or
- **Unions NT**
First Floor
38 Woods Street, Darwin NT 0800
GPO Box 1833 Darwin 0801
Phone: (08) 8941 0001
Fax: (08) 8981 3947
Email: secretary.unionsnt@iinet.net.au
Website: www.unionsnt.com.au



Protection from Discrimination and Harassment

There are laws that protect you from **discrimination, harassment, bullying** and **Racial vilification**.

Discrimination

Discrimination means treating someone unfairly because of their race, disability or religion, or because they have children or are pregnant. Sometimes people have negative views or prejudices about groups of people who are different from them. When these unfair ideas about people lead to bad treatment, it is called unlawful **discrimination** - it is illegal.

In the Northern Territory, anti-**discrimination** laws say that **employers** cannot treat their employees unfairly because of these **attributes**:

- Race - colour, nationality, ethnic or religious background, or because of a relative's race
- Sex - gender
- Sexuality - homosexual, bisexual, transsexual or heterosexual
- Marital status - whether you are single, married, de facto, divorced or widowed
- Pregnancy - for example, being sacked or put on different duties for less pay because you are pregnant
- Parenthood - for example, being told that you cannot have the job because you have children and so might take too much time off work
- **Impairment** - physical or **intellectual disability**, HIV, AIDS, epilepsy, diabetes and other conditions
- **Union or employer association** activity, including membership of these organisations
- Religious belief or activity
- Political opinion or activity
- **Irrelevant** medical record - for example, refusing to give a person a job because they have had a lot of illnesses or an injury at a previous job
- **Irrelevant** criminal record - using a drink driving record as a reason for not giving a person a job even when no driving is required in the job
- Breastfeeding - saying to a woman she can't come back to work because she is still breastfeeding
- Living with, being related to, or close to, a person who has one of the above **attributes** - for example not hiring someone because their partner has AIDS.

An example of **discrimination** may be refusing to employ someone who is able to do a job, just because he or she is not born in Australia. Another example is **demanding** a person speaks fluent English without an accent when that is not a requirement of their job.

In addition to Northern Territory laws, there are also national laws that prevent race, sex and disability **discrimination**.

Racial vilification

Racial vilification is a type of **discrimination** that happens publicly as opposed to privately. **Racial vilification** is an act that could incite (encourage, urge or stir up) others to hate, have serious **contempt** for, or severely **ridicule** you, or a group of people, because of your race, colour or national or ethnic origin. This includes vilification because you are thought to belong to any of these groups, even if you don't.

Vilification can happen in different ways:

- Speeches or statements
- Abuse that happens in public
- People wearing symbols such as badges or clothing with racist slogans in public
- Posters or stickers in a public space.

Racial vilification is against the law in Australia.

Who to contact

To make a complaint, organise training or awareness sessions, or for more information on **discrimination** or **Racial vilification**, contact:

Northern Territory Anti-Discrimination Commission

7th Floor

9-11 Cavenagh Street, Darwin NT 0800

LMB 22 GPO Darwin NT 0801

Phone: (08) 8999 1444

Freecall: 1800 813 846

TTY: (08) 8999 1466 (For hearing impaired people)

Website: www.adc.nt.gov.au



Australian Human Rights Commission

Phone: (02) 9284 9600

Complaints infoline: 1300 656 419

TTY: 1800 620 241 (For hearing impaired people)

Fax: (02) 9284 9611

Website: www.humanrights.gov.au

Harassment and workplace bullying

In general, **harassment** is any unreasonable behaviour that is not wanted and that humiliates you, puts you down or frightens you. Fair and necessary criticism of how you are doing your job is not **harassment**.

Repeated unreasonable behaviour towards a worker or group of workers that threatens their health and safety is often called workplace **bullying**. This can include physical assault, but can also be less obvious, such as constant unfair criticism, treating a worker differently to co-workers, or regularly making **inappropriate** jokes about someone.

Workplace **bullying** can cause stress and depression, and can even affect a workers' home life. It can also make it much harder for the victim to do his or her job **properly**. Stress from being bullied can lead to physical health problems, including headaches, stomach cramps and sleeping problems. No-one has to put up with workplace **bullying**.

People of any age or race, sex or religion can be affected by **harassment** or workplace **bullying**. In the Northern Territory, it may be against the law to harass or bully someone because of the **attributes** listed earlier such as race, sex, age and sexuality (see the above section on '**Discrimination**'). If the **bullying** involves physical assault, it should be reported to the police straight away.

Employers must provide a safe workplace for employees. If **harassment** or **bullying** makes you so sick you are unable to work, you may be able to make a **claim for workers' compensation** (see 'Rights in the Workplace'). If you are sacked from your job because of workplace **bullying** or forced to resign, you may be able to make an **unfair dismissal claim** (see below).

If you are being bullied, it is important to look after yourself and remember it is not your fault. Keep a diary of what happens, and find a co-worker you trust to talk to. You should check to see what policies there are in your workplace for making complaints and ask for help from your workplace health and safety officer or your **Union**. You can also notify NT WorkSafe of the problem, but only

if the **bullying** is still continuing after you have reported it to your **employer** and attempted to resolve the issue.

It can also be useful to speak to a professional counsellor. Phone Lifeline on 131 114 for free 24-hour counselling. The Employee Assistance Service Australia (EASA) also provides counselling, and can be phoned on (08) 8941 1752 or 1800 193 123 (freecall).

Unfair dismissal

There are rules about how an **employer** may **terminate**, or end, your employment. An **employer** has the right to **terminate** your employment if it is for a valid reason related to your **performance** or behaviour — if you are not doing your job **properly** — or if your position becomes **redundant**.

But if an **employer** sacks you in a ‘**harsh, unjust, or unreasonable**’ way, this is called **unfair dismissal**. This includes failure by the **employer** to provide a fair process, or sacking you for no reason when you are doing your job **properly**. If you believe you have been dismissed unfairly, you may be able to make a **claim** for **unfair dismissal** to the Fair Work Commission. It is possible to be **reinstated** (get your job back) or to receive compensation for lost **wages** while you find another job.

Not all workers can make an **unfair dismissal claim**. For example you cannot make a **claim** if:

- You have been employed for less than six months (or less than 12 months if you work for a small business with fewer than 15 employees)
- You are an independent contractor
- You earn over \$123,000 per year and aren’t covered by an **award** or **enterprise agreement**.

You need to decide quickly if you wish to make a **claim**. **Unfair dismissal** applications must be **lodged** within 21 days of the **dismissal**. To check if you are **eligible** to make a **claim**, visit www.fwc.gov.au.

For more information and to obtain a **claim** form, visit www.fwc.gov.au or contact the Fair Work Commission.



Fair Work Commission
10th Floor
Northern Territory House, 22 Mitchell Street, Darwin NT 0800
GPO 969 Darwin NT 0801
Phone: (08) 8936 2800 or Freecall: 1 300 799 675
Fax: (08) 8936 2820
Email: darwin@fwc.gov.au

Unlawful termination

It is against the law for your **employer** to sack you because of:

- Your race, sex, sexual preference, age, marital status, physical or mental disability, family responsibility, religion or political opinion
- A **temporary** absence from your job if you were ill or injured
- Taking time off work for **parental** leave
- Membership or non-membership of a **Union**, or **participation** in **Union** activities
- Making a complaint about your **employer** or exercising a workplace right.

For other examples of unlawful (illegal) **terminations**, and for more information, visit www.fairwork.gov.au.

Unlike **unfair dismissal**, any worker can make an unlawful **termination claim** on these grounds. You should ask your **employer** for the reasons of **termination** in writing; however they do not have to give this to you. You should keep a record of why your **employer** told you your position was being **terminated**.

You need to make an application to the Fair Work Commission within 21 days of an unlawful **termination**. For more information, visit the website or contact the Darwin office of the Commission (details above).

If you had a permanent job, you will probably be owed **entitlements** at the time your employment ends. As well as **wages** owed, this can include things like payment for annual leave accrued. If you believe you have not received all your **entitlements**, contact the Fair Work **Ombudsman** for help.



Information for Working Women and Families

Families can face extra challenges in balancing work and the care of children. While workplace laws in Australia apply equally to women and men, there are some workplace issues that affect women more because women often play a greater role in caring for children and family. Working families have certain rights as well as access to services and other forms of assistance.

Parental leave

Under the National Employment Standards, **parental** leave can be taken upon the birth or **adoption** of a child under 16. While mothers are more likely to take **parental** leave, fathers are also **entitled** to.

You must have worked continuously for the same **employer** for 12 months immediately before the child's due date or **adoption** placement date to be **eligible** for unpaid **parental** leave. This includes **casual** employees who have worked regular hours and have a reasonable expectation of continuing employment.

Each parent can take a maximum of 12 months of unpaid leave. Generally, only one parent can take **parental** leave at a time and in a single continuous period. However both parents may take up to three weeks' unpaid leave at the same time immediately following the birth or **adoption**.

One parent can request more leave, but the combined amount of leave taken by both parents cannot exceed 24 months. You must ask for more time off in writing at least four weeks before the end of the **initial** period of leave. Your **employer** must respond in writing within 21 days stating whether they grant or refuse the request. **Employers** may refuse the request only on reasonable business grounds and must include the reasons for the refusal in the written response.

Paid parental leave

In addition to unpaid **parental** leave, working parents may be able to get a payment funded by the government while taking time off work to care for a newborn baby or adopted child.

Under the national Paid **Parental** Leave **scheme**, working parents, if you are the birth mother or the primary carer of a new baby or adopted child, may receive **Parental** Leave Pay for up to 18 weeks at the National Minimum **Wage**. To



receive this payment, you must have been working for at least 10 months during the 13 months before your child was born or adopted. You don't have to be working **full-time** or have an **ongoing** job. You just need to work at least 330 hours during those 10 months (just over one day per week).

The Dad and Partner Pay is available to new fathers, partners of the birth mother and adopting parents. If you meet the work test you can receive two weeks' leave paid at the National Minimum **Wage**.

Some **Enterprise agreements** also include a period of **parental** leave at full pay. You can check your agreement or ask your **union** for details. This can be taken before, after or at the same time as the government-funded paid **parental** leave.

For more information about government-funded paid **parental** leave, visit www.humanservices.gov.au or phone Centrelink on 136 150.

Transfer to a safe job during pregnancy

If you are pregnant and your job might be bad for your health or the health of your baby, you have the right to be transferred to a safe job with the same pay and conditions. You need to provide a medical certificate stating that you are fit to work but are unable to continue in your present position.

If a transfer is not possible (for example, because appropriate and safe work is not available), you are **entitled** to take paid leave for the period you can't continue in your position. This paid leave is in addition to your normal leave **entitlements**, such as personal leave and annual leave.

To be transferred to a safe job or to get paid leave if a transfer isn't possible, you must be **entitled** to unpaid **parental** leave and must have notified your **employer** that you will be taking **parental** leave. However taking leave does not reduce your 12 months' unpaid **parental** leave entitlement.

Right to request flexible working arrangements

Ensuring workers have family-friendly options in their jobs benefits both employees and **employers**. Employees are more likely to be happy and productive, and to stay in their job for longer, reducing the costs to **employers** of retraining new staff.



There are many ways that your workplace can help you in balancing your work and family commitments. These might include:

- Allowing you to work part-time
- Allowing you to perform some work from home
- Bringing children to work
- Providing a breastfeeding friendly workplace
- Providing assistance with child care
- Allowing you to access leave over school holidays or at half pay.

These flexible arrangements may be informal agreements between you and your **employer** (although it is always best to get such things in writing). They may also be part of your workplace policies, included in your **award**, or negotiated and formally written in to your agreement.

Under the Fair Work Act, if you are a parent or have responsibility for the care of a child under school age (or a child with a disability under 18), you can request a change in working arrangements to assist with the care of your child. School age in the Northern Territory is six years old.

Looking after children while you study or work

If you have children, you might need to organise child care so you have time to work, study or look for work. Many childcare centres are full and often you have to wait a long time before your child can attend. You can register to go onto the waiting list at childcare centres when you start looking for work or become pregnant - or when you start planning to have a child.

To find out about child care in your suburb, contact your local council, or look for childcare centres in the Yellow Pages. There are several websites with information about childcare options. You can visit ifp.mychild.gov.au to search for a local centre.

Some education and training agencies provide child care. Some **employers** provide child care in the workplace. This is uncommon, though, so it is good to think about different childcare options for your children.

If you are paying for child care, you might be **eligible** for financial assistance from the government. Depending on your income, you may be able to receive the Child Care Benefit. This is paid at the maximum rate if you are receiving income support such as Newstart Allowance. The Child Care Benefit can be paid direct to your childcare centre so your fees are reduced, or you may be paid directly.



To be **eligible**, your child must be in approved or registered care. You can visit www.mychild.gov.au to find out what approved and registered care is available in your area.

The government also provides the Child Care **Rebate** to families with children in approved or registered care, regardless of income. This covers 50% of the childcare fees you pay (after any Child Care Benefit) up to an annual maximum. In 2012-2013 this annual cap was \$7500 per child. To receive this **rebate**, you must apply for the Child Care Benefit - even if your income means you receive \$0 of the benefit - and you will automatically be paid the Child Care **Rebate**.

If you are receiving income support, are **eligible** for the maximum rate of Child Care Benefit, and your children are in care while you work or study, you might also be able to **claim** for Jobs, Educations and Training Child Care Fee Assistance. This provides extra help with childcare fees and is paid directly to your childcare provider.

For information about this financial assistance, you can talk to your childcare centre, call Centrelink on 136 150 (or 131 202 for help in other languages) or visit a Centrelink office.

You can also visit www.mychild.gov.au for lots of useful information about child care.

Discrimination and sexual harassment

It is illegal to discriminate against pregnant and breastfeeding women in the workplace. It is also illegal to discriminate against women on the ground of 'potential pregnancy' (i.e. women of child-bearing age, who may be likely or thought of as likely, to become pregnant). So, if you are pregnant, potentially pregnant, or breastfeeding, this cannot be used as a reason to refuse to employ you, transfer you (without a valid medical or safety reason), **demote** you, change your hours or status, deny you access to training and other opportunities, or dismiss you. It is unlawful for **employers** or potential **employers** to question you about current or future pregnancies including when they are interviewing you for a job.

It is also unlawful for your **employer** to discriminate against you or dismiss you because of family responsibilities. This includes if your **employer** does not allow you to use your personal leave to care for your children when they are sick. If you need to use your personal leave to care for a sick child or other family member, it is known as carer's leave and the law protects this right.

If your **employer** dismisses you or pressures you to resign while on **parental** leave or when you return from leave, or they change your job while you are on **parental** leave, they may be breaking the law. For help or more information, contact your **union** or the Fair Work Commission.

Migrant women can face additional forms of **discrimination** including racism. For example, some Muslim women may feel they have been discriminated against in **job interviews** or in the workplace because they wear a hijab. For help and information about your rights, contact the NT Working Women's Centre.

Sexual **harassment** is unwelcome attention of a sexual nature. The behaviour doesn't have to be **ongoing** to be sexual **harassment**; it can be a one-off incident. Sexual **harassment** is unlawful under both the NT Anti **Discrimination** Act and **federal** law. Behaviour such as touching you, telling sexual jokes in your presence, repeated questions about your personal life or sexual habits, **demands** or requests for sexual favours (either directly or by **implication**), and sending offensive messages or pictures by email or mobile phone are examples of sexual **harassment**. If this kind of behaviour offends you, or makes you feel nervous, **humiliated** or **intimidated**, then you may be being sexually harassed.

Women can also face workplace **bullying**, which is unreasonable behaviour that puts your health and safety at risk. This can happen in many different ways, from physical or verbal abuse to putting you down or overloading you with work. Workplace **bullying** is never acceptable. (For more information about **bullying**, see the 'Protection from **Discrimination** and **Harassment**' chapter.)

For more information about any of these issues, or for help, contact the NT Working Women's Centre.

NT Working Women's Centre
98 Woods Street, Darwin NT 0800
GPO Box 403 Darwin NT 0801
Phone: (08) 8981 0655 or Freecall 1800 817 055
Fax: (08) 8981 0433
Email: admin@ntwwc.com.au
Website: www.ntwwc.com.au



Unions

A **union** is a registered organisation that covers workers in a **particular** profession or **industry**. For example, there is a nurses' **union**, a teachers' **union**, and **unions** for people who work in shops or in building and construction.

A **union** is separate to your **employer**, and separate to the government. A **union** helps make sure its members get the best possible **wages** and **working conditions**.

A **union** can also help people who are having problems with their **employers**.

If you join a **union**, it might also provide other services such as:

- financial advice
- **superannuation**
- help with **workers' compensation**
- **occupational health and safety**
- information on **recognition** of overseas **qualifications** and training.

In Australia, membership of a **trade union** is voluntary. This means you have the right to join a **union**, but you can't be forced to. The law protects your right to join (or not join) a **union**. It is illegal for **employers** to treat you unfairly because you are in a **union**.

The law also protects the right of an employee to **union** representation in negotiations, and in **grievance** and dispute procedures. Most **unions** have elected representatives (delegates) in the workplace.

If you would like more information, or to find out which **union** you could join, please contact:

Unions NT

First Floor

38 Woods Street, Darwin NT 0800

GPO Box 1833 Darwin 0801

Phone: (08) 8941 0001

Fax: (08) 8981 3947

Email: secretary.unionsnt@iinet.net.au

Website: www.unionsnt.com.au



Superannuation

Superannuation is a special long-term investment for your **retirement**. **Superannuation** is known as ‘**retirement** savings’ or ‘pension income’ around the world. In Australia, **superannuation** is often called ‘super’.

Putting money into **superannuation** while you are working means you will have savings to support you when you retire. Nearly every employed person in Australia is a member of a **superannuation** fund.

In most cases, your **employer** is required by law to pay money into a **superannuation** fund of your choice. This amount must be at least 9% of your **wages**. From July 2013 to July 2019, the amount of money **employers** must pay into **superannuation** funds will increase each year. From July 2019, the rate must be at least 12% of **wages**.

For more information about changes to **superannuation**, visit superfuture.gov.au.

You can also **contribute** extra money yourself. Sometimes when you do this, the government will also pay money into your **superannuation** fund through ‘co-contributions’.

To find out if your **employer** is paying the right amount of money, you should check with the people who manage your **superannuation** fund. You can also check your **superannuation** accounts and search for any lost **superannuation** payments using the SuperSeeker tool, which you can find on the Australian Taxation Office website (details below).

For more information, please contact:

The Australian Taxation Office
ATO **Superannuation** Infoline: 131 020
Website: www.ato.gov.au/super

The Australian Securities & Investments Commission (ASIC)
Phone: 1300 300 630
Website: www.fido.asic.gov.au



Taxation

The taxation ('tax') system allows the **federal** and **state/territory** governments to raise money to spend on public services - for example on health, education and emergency services.

Everybody who has an income in Australia is required to pay income tax once your **wage** goes above a certain amount. From July 2012, you need to pay tax if your annual taxable income is more than \$18,200. This amount is adjusted each year.

Income tax is usually automatically taken out of your **wages**. You also pay taxes on other things - for example there is a Goods and Services Tax (GST) that is included in the price of many things you buy.

If you are going to work, you need to get a Tax File Number (TFN). The Australian Taxation Office (ATO) issues TFNs. It is free to apply. When you start work, you will need to give your TFN to your new **employer** so that they can take tax out of your **wages**.

You should apply for a TFN as soon as you decide to look for work. You can apply on the internet if you have:

- a valid permanent migrant visa
- a valid visa with working rights
- a valid overseas student visa, or
- a valid visa allowing you to stay in Australia indefinitely.

For more information, or to apply for a TFN visit: www.ato.gov.au.

For some kinds of work - for example if you do sub-contract work rather than work for a **wage** - you also need an Australian Business Number (ABN). You may need an ABN if you have to take responsibility for your own income tax - if your **employer** does not take tax out of your pay.

Some jobs that you might need an ABN for are cleaning, courier work and trolley collection. You may also need an ABN if you start your own business.

It is free to apply for an ABN, and you can do it online.

Visit: www.ato.gov.au or www.abr.gov.au for information or to apply for an ABN.

You can also find information about tax in other languages at www.ato.gov.au.

You can also call the Australian Taxation Office on 132 861, for information about personal tax (for example, TFNs) or 132 866 for information about business tax (for example, ABNs).

Or call the translation and interpreting service on 131 450 for help in other languages.

Overseas Qualifications

If you have a **qualification** from a different country, such as a university or college degree or a **trade**, and you want to work in that type of job in Australia, you might need to have your **qualifications** assessed to see if your training meets Australian standards.

You don't need to do this for every type of work, and there are different rules for different industries. Overseas **qualifications** can also help you if you want to study in Australia. For example, they can help to prove that you have finished high school or a university course.

Organisations that can help

Overseas Qualifications Unit

The NT Overseas **Qualification** Unit within the Office of Multicultural Affairs can provide you with a comparative education assessment of certain tertiary and higher education overseas **qualifications** such as diplomas, degrees and masters to an Australian **qualification**. This does not apply to overseas professional, **trade** and secondary school **qualifications**.

The appropriate Australian professional body or registration authority will decide the professional standing of overseas **qualifications**. For information about these professional bodies, and which one applies to you, see 'Licensing and registration rules' below.

If you wish to enrol at an Australian tertiary institution to undertake studies, your **qualification** is a matter for the institution concerned to determine your admission to the course.

For more information, contact:

Overseas Qualifications Unit

Office of Multicultural Affairs

Level 9 NT House

22 Mitchell Street, Darwin NT 0800

GPO Box 4396 Darwin NT 0801

Phone: (08) 8999 3891 or 8999 3894

Email: multiculturalaffairs.dcm@nt.gov.au

Website: www.dcm.nt.gov.au

Please note: an appointment is necessary to have your **qualification** assessed.



AEI -NOOSR

GPO Box 9839 Canberra ACT 2601

Freecall: 1300 615 262

Website: www.aei.gov.au

Information is available on the Australian Government Department of Immigration and Citizenship website at www.immi.gov.au/asri to help you find out how to get an assessment of occupational **qualifications**, skills or experience that you have gained overseas. You can also find information on state-specific licensing and registration requirements to practise your **occupation** in Australia.

Licensing and registration rules

In many **occupations** in Australia, you need a licence, or you need to register with the territory, **state**, or **federal** government, before you can legally work in that job. Different professions have different **authorities** that you must register with.

These laws are to make sure people have the right training to do a job, so nobody gets hurt and the quality of the work is high. For example, you cannot work as a doctor, lawyer, tax agent, or in many other jobs, without the correct training and registration.

There are many different government and professional organisations that can help you have your overseas **qualifications** assessed and recognised.

You can find out the licensing, registration and assessment rules for different types of work here: www.immi.gov.au/asri.

This website provides information about many different types of work in Australia, what you need to do to be able to work in each **occupation**, and which organisation or authority can assess your overseas **qualifications**.

You should also contact the Australian Education International **qualifications recognition** hotline on 1300 615 262, or the Overseas **Qualifications** Unit for more advice and information.



Recognition of overseas trades

Some **trades** in Australia are regulated - that means you need a licence or certificate if you want to work in that **industry**. If you have a **trade** or **apprenticeship** from overseas, and you want to do the same type of job in Australia, you might need to have your overseas training recognised.

Even if, according to the law, you don't need a certificate for some **trades**, you might still find a job more easily if you have your overseas **qualifications** recognised.

Depending on your visa, **Trades Recognition Australia** or **VETASSESS** might be able to help assess your overseas **trade** training. You can also ask the **Overseas Qualifications Unit** for advice.

Trades Recognition Australia

Phone: 1300 360 992

Email: traenquiries@innovation.gov.au

Website: www.innovation.gov.au

VETASSESS

Phone: (03) 9655 4801

Website: www.vetassess.com.au (You can email VETASSESS via this website)

Secondary school certificates

Secondary education certificates may be assessed for **recognition** towards a Northern Territory Certificate of Education and Training.

Contact the Curriculum, Teaching and Phases of Learning division, by phoning the Certification Officers on (08) 8944 9253 or (08) 8944 9254.

Translating your educational documents

If you have educational documents in a language other than English, like university or college **qualifications**, they must be translated into English before you give them to an **employer** or educational institution in Australia.

If your documents have been translated into English overseas, they might be acceptable, but we recommend using accredited translators in Australia.



The Interpreting and Translating Service Northern Territory can translate overseas **qualifications** and other documents for a fee.

For more information, contact:

Interpreting and Translating Service NT

Ground Floor, Pella House

40 Cavenagh Street, Darwin NT 0800

GPO Box 4450 Darwin NT 0801

Phone: (08) 8999 8506 or 1800 676 254

Email: itsnt@nt.gov.au

Website: www.itsnt.nt.gov.au

If you use a private translator, you should check that the National Accreditation Authority accredits them for Translators and Interpreters (NAATI). This means that their language skills have been tested and **employers**, government departments and educational institutions will accept their translations.

You can find accredited translators and interpreters on the NAATI website: www.naati.com.au.

Assessment Subsidy for Overseas Trained Professionals Program

If you need to take an examination or test, or have your overseas **qualifications** assessed, the Assessment Subsidy for Overseas Trained Professionals Program (ASDOT) can help you pay for these things. This program is only available for some types of jobs.

You can fill out a form to apply for this help at any office of the Australian Government Department of Human Services (See 'Useful Government Departments' for contact details).

You can apply for ASDOT help three months before your examination. If you have already paid the fee to be assessed and you want to be reimbursed, you have three months from the date of your assessment to apply.

To find out if you are **eligible**, or for more information, call 1300 615 262 or visit www.aei.gov.au/asdot.



Training Opportunities

This chapter gives some ideas about courses and training you might like to do, to help you get the sort of work you want. If you are getting help from a Job Services Australia provider, employment agency or settlement program, they can talk to you about different training options.

If you are new to Australia, you might decide that you need help with your English skills. Different jobs need different levels of English. There are different agencies that can help you learn English, and there are different sorts of courses. The type of course you can do depends on your level of English, what sort of visa you have, and why you want to learn English.

Bridging courses

For some professions, you may need to do a 'bridging course' to help you meet Australian requirements and have your overseas **qualifications** recognised here. (For more information, see 'Overseas Qualifications'.)

If you need to pay for your bridging course, you might be **eligible** for FEE-HELP, a loan to help pay for education costs. You can ask the institution where you are studying about FEE-HELP.

For information about bridging courses, or to find out if you are **eligible** for FEE-HELP, visit: www.studyassist.gov.au.

Colleges and universities

In the Northern Territory, tertiary and **vocational** courses are available at Charles Darwin University (CDU). There are CDU campuses in Darwin, Alice Springs, Jabiru, Katherine, Nhulunbuy, Palmerston, Tennant Creek and Yulara.

There are also many private colleges and training schools. Many of these places specialise in training for **particular** industries. For example, you may like to enrol at a business management college, hospitality college or massage school. Talk to your JSA provider about the courses that suit your interests. Talk to friends and family about courses they have done, or do some research on the internet.

For a list of registered training organisations in the Northern Territory, visit: apprenticeships.nt.gov.au.



If you want to study at a university or private college, you should contact them directly to find out how to apply to do their courses. Different institutions have different rules for overseas **qualifications**: might need to have your overseas **qualifications** assessed. The Overseas **Qualifications** Unit may be able to help.

Depending on where you study, and what course you enrol in, you may be **eligible** for assistance to pay your study fees, through FEE-HELP. FEE-HELP is a loan **scheme** to help pay for higher education. Ask your university or college for information about FEE-HELP and to find out if you are **eligible**.

You can also visit studyassist.gov.au to learn more about financial help while you study.

Adult Migrant English Program

The Adult Migrant English Program (AMEP) provides free English language courses to **eligible** migrants and humanitarian entrants. You can also make new friends and learn about Australia, its people and customs.

In the Northern Territory, Charles Darwin University (CDU) delivers the Adult Migrant English Program. AMEP is the Australian government's largest settlement program.

Most **eligible** clients can access 510 hours of free English language classes. For humanitarian entrants additional free study hours may be available.

CDU AMEP also offers Distance Learning and a Home Tutor **Scheme** for those students who cannot attend classes. If you have young children, you may be **eligible** for free childcare for when you attend classes.

CDU AMEP also offers AMEP **eligible** clients the Settlement Language Pathways to Employment/Training (SLPET) course.

The SLPET course is for intermediate/advanced AMEP students who want to find a job.

The course features:

- job-focused English language learning
- 40 hours of work placement
- Australian workplace culture lectures
- free childcare.



How to enrol in AMEP

Your sponsor, settlement provider or Centrelink may refer **eligible** you to CDU AMEP. You can also contact CDU yourself. You must register for classes within six months of the date your visa commences and start classes within one year. Clients are provided with five years to complete classes. These timeframes will only be extended in certain circumstances.

CDU also has other courses to help you improve your spoken and written English. For more information about AMEP or other options for learning English, contact the English as a Second Language (ESL) Team:

ESL Team

Office of VET Business Improvement
Casuarina Campus
Charles Darwin University, Darwin NT 0909
Phone: 1800 019 119 or (08) 8946 7518
Fax: (08) 8946 7055
Email: migrantesl@cdu.edu.au
Website: www.cdu.edu.au/cdu-vet/

Apprenticeships and traineeships

Apprenticeships and traineeships combine practical work with structured training, which may be on or off the job. After training is completed, a nationally recognised **qualification** and Certificate of Completion are awarded.

Apprenticeships and traineeships are now available in over 500 **occupations** in an increasing range of industries.

Apprenticeships and traineeships are a legally binding training arrangement between an **employer** and an **apprentice** or trainee that combines structured training with paid **full-time** or **part-time** employment.

Generally, an **apprenticeship** can take three to four years, whereas a traineeship is usually only one year, but can vary up to two years for higher-level **qualifications**. However, an **apprentice** or trainee can be signed off and receive a certificate of completion once they are deemed **competent** by their **employer** and registered training organisation.

Apprenticeships are more common in areas such as building and construction, plumbing, manufacturing and electrical **trades**, as well as **occupations** such as



chefs and hairdressers. Traineeships are more common in industries such as retail and hospitality, business services, information technology and community services.

Apprentices and trainees get paid while they complete their **apprenticeship** and traineeship, but the income is not as high as for people who already have that **qualification**.

For more information about **apprenticeships** and traineeships, visit:
www.dob.nt.gov.au.

Or contact Australian Apprenticeships NT:
Phone: 1300 137 130
Email: enquiry@aacnt.com.au
Website: www.australianapprenticeshipsnt.com.au

Australian Apprenticeships NT offices:

Darwin

6 Searcy Street, Darwin NT 0800
GPO Box 3049 Darwin NT 0801
Phone: (08) 8935 8200
Fax: (08) 8935 8231

Katherine

Katherine Training Centre
19 Second Street Katherine NT, 0850
GPO Box 3049 Darwin NT 0801
Phone: (08) 8971 2839
Fax: (08) 8935 8231

Alice Springs

19 Hartley Street, Alice Springs NT 0870
PO Box 8270 Alice Springs NT 0871
Phone: (08) 8953 3311
Fax: (08) 8953 4090



Organisations Supporting Migrants

This diagram explains what employment-related services may be available to you, depending on your visa and how long you have been in Australia. On the following pages you will find contact details for organisations that can help.

Employment Related Support Programs Available for Migrants and the Multicultural Community

Humanitarian Entrants 0- 12 months

Melaleuca Refugee Centre

Humanitarian Settlement Program- settlement services to people from refugee backgrounds

Torture and Trauma
Counselling Services

Adult Migrant English Program (AMEP)

English courses for eligible migrants and humanitarian entrants who do not have functional English

AMEP

Settlement Language Pathways to Employment/Training

Life Without Barriers

Complex Case Support

Settlement Grants Program (SGP) Clients

Anglicare NT

Settlement Grants Program
–Orientation of Australian services to clients

Multicultural Council of the NT

Settlement Grants Program – generalist services to clients

Multicultural Council of the NT

Settlement Grants Program

Humanitarian Entrants Over 5 years

Multicultural Council of the NT

Services to the Multicultural Community

Multicultural Community Services of Central Australia

Services to the Multicultural Community

Migrants incl. General, Skilled, Family

Multicultural Council of the NT

Services to the Multicultural community

Department of Education and Training

School fees exempted for school aged dependents

Trades Recognition Australia and other assessing authorities

Offshore Skills Assessment, trades recognition

Bridging Visa

Red Cross

Support for initial settlement:

1. CAS
2. Asylum Seeker Assistance Scheme

Note: Changes in available support post 13 August 2012.



Multicultural Council of the Northern Territory Inc.

The main role of the Multicultural Council of the Northern Territory (MCNT) is to provide advice and services to people from culturally and **linguistically diverse** backgrounds.

MCNT represents the interests, concerns and **aspirations** of Northern Territorians from culturally and **linguistically diverse** backgrounds, newly arrived migrants and refugees, **particularly** those from non-English speaking backgrounds. MCNT aims to **promote multiculturalism** as a policy for all Australians and to work for **social justice**.

MCNT also provides services and cultural support groups and workshops, in **particular** to meet the needs of communities from non-English speaking backgrounds. MCNT is funded by both the Northern Territory and **federal** governments to provide a range of settlement services.

Multicultural Council of the Northern Territory Inc.

Shop 15 Malak Shopping Centre
Malak Place, Malak NT 0812
PO Box 299 Sanderson NT 0813
Phone: (08) 8945 9122
Fax: (08) 8945 9155
Email: admin@mcnt.org.au
Website: www.mcnt.org.au

Multicultural Community Services of Central Australia Inc.

The Multicultural Community Services of Central Australia is a community-based organisation in Alice Springs that responds to the settlement and multicultural needs of people from culturally and **linguistically diverse** backgrounds in Central Australia. It assists migrants and refugees to settle in Alice Springs.

Multicultural Community Services of Central Australia Inc.

2/20 Parsons Street, Alice Springs NT 0870
PO Box 1160 Alice Springs NT 0871
Telephone: (08) 8952 8776
Facsimile: (08) 8952 5176
Email: info@mcsca.org.au
Website: www.mcsca.org.au



Northern Territory Working Women's Centre

The Northern Territory Working Women's Centre is a community-based organisation that provides free and confidential information, advice and assistance to women on all work-related issues, such as:

- Pay and **working conditions**
- **Awards** and agreements in the workplace
- Health and safety in the workplace
- **Discrimination, harassment and bullying**
- Work and family issues
- Unfair **dismissal**
- **Superannuation.**

The Northern Territory Working Women's Centre can also provide training on a range of workplace issues. Access to translators or interpreters can be organised.

NT Working Women's Centre (Darwin)

98 Woods Street, Darwin NT 0800

GPO Box 403 Darwin NT 0801

Phone: (08) 8981 0655 or Freecall 1300 817 055

Fax: (08) 8981 0433

Email: admin@ntwwc.com.au

Website: www.ntwwc.com.au

NT Working Women's Centre (Alice Springs)

Shop 19, Level 2 John Cummings Plaza

63 Todd Mall, Alice Springs NT 0870

PO Box 664 Alice Springs NT 0870

Phone: (08) 8952 5255 or Freecall: 1800 817 055

Fax: (08) 8953 3638

Anglicare NT

The Department of Immigration and Citizenship funds Anglicare NT to provide the Refugee and Migrant Settlement Services Program (RAMSS).

Anglicare NT provides settlement information and advice to refugees and migrants. It will guide clients to make sure they receive appropriate services and support.



Anglicare NT (Darwin)

5 Namarluk Drive, Ludmilla NT 0820

PO Box 36506 Winnellie NT 0821

Phone: (08) 8985 0000

Fax: (08) 8985 0001

Email: anglicare@anglicare-nt.org.au

Website: www.anglicare-nt.org.au

Anglicare NT (Katherine)

15 Third Street, Katherine NT 0850

PO Box 415 Katherine NT 0851

Phone: (08) 8963 6100

Fax: (08) 8963 6101

Anglicare NT (Nhulunbuy)

6 Chesterfield Circuit, Nhulunbuy NT 0880

PO Box 1791 Nhulunbuy NT 0881

Phone: (08) 8939 3400

Fax: (08) 8987 3661

Anglicare NT (Alice Springs)

16 Hartley Street, Alice Springs NT 0870

PO Box 2579 Alice Springs NT 0871

Phone: (08) 8951 8000

Fax: (08) 8951 8016

Melaleuca Refugee Centre

Melaleuca Refugee Centre provides an environment for the recovery of survivors of torture and trauma, their families and community, through confidential, high quality, **holistic** services. The Melaleuca Refugee Centre is the **initial** point of entry for humanitarian entrants into the Darwin community, and is funded under the Integrated Humanitarian Settlement Strategy to provide **intensive** settlement support to newly arrived humanitarian entrants for the first six months of settlement.

Melaleuca Refugee Centre provides specialist counselling to people of refugee background who have suffered torture and trauma, along with youth and community development programs.



Melaleuca Refugee Centre

24 McLachlan Street, Darwin 0800

PO Box 1930 Darwin 0801

Phone: (08) 8985 3311

Fax: (08) 8985 3322

Email: admin@melaleuca.org.au

Website: www.melaleuca.org.au



Useful Government Departments

Australian Government Department of Human Services (Centrelink)

Darwin: 24 Knuckey Street
Casuarina: 50 Bradshaw Terrace
Palmerston: 2 Maluka Street
Katherine: 4 Second Street
Tennant Creek: 77 Paterson Street
Alice Springs: 5 Railway Terrace and 4 Elder Street
Nhulunbuy: Endeavour Square
Website: www.humanservices.gov.au

Centrelink phone numbers:

Multicultural Services: (08) 8936 3775 or (08) 8923 3754

Multilingual service: 131 202

Appointments: 131 021

Customer Relations: 1800 050 004

TTY: 1800 810 586 (For hearing impaired people)

Employment Services: 132 850

Retirement Services: 132 300

Family Assistance Office: 136 150

Disability, Sickness & Carers: 132 717

Financial Service: 136 357

Youth and Student Services: 132 490

ABSTUDY: 132 317

Business Unit: 131 158

Assistance for Isolated Children: 132 318

Australian Government Department of Immigration and Citizenship

Pella House
40 Cavenagh Street, Darwin NT 0800
GPO Box 864 Darwin NT 0801
General Enquiries: 131 881
General Skilled Migration Enquiries: 1300 364 613
Australian Citizenship: 131 880
Website: www.immi.gov.au

Translating and Interpreting Service (TIS) National

Translating and Interpreting Service (TIS) National is an interpreting service, provided by the Department of Immigration and Citizenship, for people who do not speak English and for the English speakers who need to communicate with them. TIS National is available 24 hours a day, seven days a week for any person or organisation in Australia requiring interpreting services. It provides immediate telephone interpreting services, as well as pre-booked telephone and on-site interpreting.

Call TIS National on 131 450.

Northern Territory Office of Multicultural Affairs

Level 9, NT House

22 Mitchell Street, Darwin NT 0800

GPO Box 4396 Darwin NT 0801

Phone: (08) 8999 3880

Email: multiculturalaffairs.dcm@nt.gov.au

Website: www.dcm.nt.gov.au/strong_community/multicultural_affairs

Australian Government Department of Education, Employment and Workplace Relations

Darwin:

2nd and 3rd Floors, Jacana House

39-41 Woods Street, Darwin NT 0800

PO Box 9880 Darwin 0801

Alice Springs:

Suite 2.01

36 Todd Mall, Alice Springs NT 0871

PO Box 252 Alice Springs NT 0871

Phone: 1300 363 079 or 133 397

Website: www.deewr.gov.au

Northern Territory Department of Business

NT Department of Business

Development House

76 The Esplanade, Darwin NT 0800

GPO Box 3200 Darwin NT 0801

Phone: (08) 8982 1700

Website: www.dob.nt.gov.au



Useful Websites

Here is a list of all the URLs (web addresses) we refer to in this book, in case you have trouble finding the information you need from the homepage addresses we provide in the chapters.

We have listed the URLs in the order they appear in each chapter, so it is easier for you to find the one you are looking for.

Welcome: Migrants Looking for Work

To find out if you are **eligible** to work, visit: www.immi.gov.au/e_visavevo.htm

Getting Ready to Look for Work

For **career** advice, visit: www.myfuture.edu.au or www.groper.com.au/career-test

To apply for a Tax File Number (TFN), visit: iar.ato.gov.au/IARWeb/default.aspx?pid=4&sid=1&outcome=1

To apply for an Australian Business Number (ABN), visit: <https://abr.gov.au/ABRWeb/Apply/Abn/ImportantInformation.aspx?Task=87ed7181-1129-47a4-9ef3-eee-88a693d24&NavGraph=ApplyForAbn&View=ImportantInformation&pid=71&js=1>

To apply for an Ochre Card, visit: www.workingwithchildren.nt.gov.au

To find an organisation offering White Card training, visit:
<http://www.worksafe.nt.gov.au/ServiceProviders/RegisteredTrainingOrganisations/Pages/Find-an-Approved-RTO.aspx>

For general information about safety licences, visit:
<http://www.worksafe.nt.gov.au/Workers/Pages/Licensing.aspx>

General Skills to Help You Find Work

For information about **volunteering** opportunities, visit:
www.govolunteer.com.au or www.volunteering.sa.org.au

For information about work experience, visit:
www.myfuture.edu.au/The%20Facts/Careers/What%20is%20a%20Career/Work%20Experience.aspx



Centrelink and Job Services Australia

For information about Centrelink, visit: www.humanservices.gov.au

For information about Centrelink in other languages, visit:
www.humanservices.gov.au/customer/information-in-your-language/

For information about the Disability Employment Network and Vocational Rehabilitation Services, visit: www.jobaccess.gov.au

For a list of employment agencies in the Northern Territory, visit:
www.theterritory.com.au/index.php?menuID=188

Where to Look for Work

These websites advertise jobs around Australia:

- jobsearch.gov.au
- mycareer.com.au
- www.seek.com.au
- www.careerone.com.au
- www.backpackerjobboard.com.au

If you want to work for the government, visit: www.careers.nt.gov.au or
www.apsjobs.gov.au

Applying for a Job

To find a Motor Vehicle Registry office, visit:
www.transport.nt.gov.au/about-us/contact-us

Starting a Small Business

For information about services offered by the NT Department of Business, visit:
www.dob.nt.gov.au/business

For information about Business Enterprise Centres Australia, visit:
www.becnt.com.au and www.becaustrialia.org.au



Conditions of Employment

For information about the National Minimum **Wage**, visit: www.fairwork.gov.au/pay/national-minimum-wage/pages/default.aspx

For information about **awards**, visit:
www.fairwork.gov.au/awards/how-to-find-an-award/pages/default.aspx

For information about **enterprise agreements**, visit:
www.fwc.gov.au/index.cfm?pagename=agreements

For information about **overtime**, visit:
www.fairwork.gov.au/employment/hours-of-work/pages/default.aspx

Rights in the Workplace

For information about health and safety at work, visit: www.worksafe.nt.gov.au

For information about workplace rights, visit: www.fairwork.gov.au or www.unionsnt.com.au

Protection from Discrimination and Harassment

For information about **discrimination** and **harassment**, visit:
www.adc.nt.gov.au or www.humanrights.gov.au

To find out if you are **eligible** to make a **claim** for unfair **dismissal**, visit:
www.fwc.gov.au/index.cfm?pagename=dismissalseligibility

For unfair **dismissal** application forms, visit:
www.fwc.gov.au/index.cfm?pagename=dismissalsclaim

For information about unlawful **terminations**, visit: www.fairwork.gov.au/termination/unlawful-termination/pages/whats-unlawful-termination.aspx

Information for Working Women and Families

For information about government-funded paid **parental** leave, visit:
www.humanservices.gov.au/customer/services/centrelink/parental-leave-pay



For information about child care, visit: www.mychild.gov.au

For information for working women, visit: www.ntwwc.com.au

Unions

For information about **Unions NT**, or to join a **union**, visit: www.unionsnt.com.au

Superannuation

To check your **superannuation** account, visit:
www.ato.gov.au/Calculators-and-tools/SuperSeeker

For more information, visit: www.ato.gov.au/super or www.moneysmart.gov.au/superannuation-and-retirement

Taxation

For information about Tax File Numbers (TFNs), or to apply for one, visit: www.ato.gov.au/Forms/Permanent-migrants-or-temporary-visitors-online-TFN-application/

For information about Australian Business Numbers (ABNs), or to apply for one, visit: www.ato.gov.au/Business/Australian-business-number/In-detail/Introduction/ABN-a-great-start-for-business/

For information about tax in other languages, visit: www.ato.gov.au/General/Other-languages/In-detail/Information-in-other-languages/Information-in-other-languages/

Overseas Qualifications

The direct link for the Overseas Qualifications Unit is: www.dcm.nt.gov.au/strong_community/multicultural_affairs/overseas_qualifications_unit

For information about overseas **qualification recognition** and licensing and registration rules, visit: www.immi.gov.au/asri

The direct link for Trades Recognition Australia is: <http://www.innovation.gov.au/SKILLS/SKILLSASSESSMENT/TradeSRognitionAUSTRALIA/Pages/default.aspx>



For information about VETASSESS, visit: www.vetassess.com.au

For information about the Interpreting and Translating Service NT, visit: www.itsnt.nt.gov.au

To find a private translator or interpreter, visit: www.naati.com.au

For information about ASDOT, visit: www.aei.gov.au/asdot

Training Opportunities

For information about bridging courses, or to find out if you are **eligible** for FEE-HELP, visit: studyassist.gov.au/sites/studyassist/help-paying-my-fees/fee-help/pages/bridging-study#AmIEligible

For a list of registered training organisations in the Northern Territory, visit: www.apprenticeships.nt.gov.au

For information about English courses at Charles Darwin University, visit: www.cdu.edu.au/cdu-vet/business-improvement/amep

For more information about **apprenticeships** and traineeships, visit: www.dob.nt.gov.au/training/apprenticeships-traineeships/Pages/default.aspx or www.australianapprenticeshipsnt.com.au



Glossary

Many words in English have more than one meaning. In this glossary, we explain the meaning of the words as they are used in this book. To understand all the different ways a word can be used, it is a good idea to look in an English dictionary or a bilingual dictionary.

administration

1. the management of the affairs of an institution, government, or business.
2. the process of running a government or business.

adoption

when you take a child who is not your own into care, and raise him or her like your own child.

appeal

to challenge a decision, or to ask a for a decision to be reviewed by a higher authority, such as a court or tribunal.

applicant

a person who applies for something. A job **applicant** is a person applying for a job.

apprentice

someone who works with, or helps, a skilled person in order to learn their skills.

apprenticeship

1. the position of an **apprentice**.
2. the amount of time spent working as an **apprentice**.

aspirations

1. strong desires or hopes.
2. things that you want to achieve.

association

1. a relationship or friendship with, or connection to, another person.
2. an organisation, or club, of people with the same interests, hobbies or jobs

attendance

when you go somewhere or are present somewhere. For example, **attendance** at work.



attitude

the way you feel or think about, or behave towards, something. For example, a positive **attitude** to learning.

attribute

a feature, characteristic or quality that belongs to a person, place or thing. For example, intelligence, humour and commitment are all **attributes**.

audit

to do an official investigation, or review of, an organisation's finances, policies and records.

authorities

people and organisations with legal powers to make sure people follow the law. For example, police, welfare **authorities**, immigration **authorities**.

award

one of the legal documents setting out minimum **working conditions** and standards for a **particular occupation** or **industry**.

barrier

something that stops you from moving forward, getting what you want or getting where you want to be. For example, if you can't read or write English, that may be a **barrier** to getting a better job.

bullying

intimidating or scaring someone, or forcing them to do something they don't want to do.

career

progress, or a path, through your working life, especially if you focus on one area or **industry**. For example, a **career** in medicine, a **career** in business.

casual (work)

work that is irregular, occasional, **temporary** or that doesn't have fixed hours.

casual workers

1. workers with irregular, occasional work.
2. **temporary** employees, or workers who don't have fixed hours.

claim

1. to ask for or **demand** something, especially something that is a right. For example, to **claim** for sick leave or **workers' compensation**.

2. a **demand** or request for something that is believed to be owed, or a right. For example, a **claim** for holiday pay or **parental** leave.

community sector

the various organisations such as multicultural centres that are not run by the government and that operate to provide services, not to make a **profit**.

compassionate leave

leave from work that is given to you if a family member dies or is very sick.

competent

able, capable, having the right ability, skills and **qualifications** for the purpose.

confident

certain, sure. A **confident** person feels certain about something, or sure of themselves and their ability, so isn't nervous or worried.

consider

to think carefully about, or pay attention to, something.

contempt

1. a feeling of hatred or strong disrespect for someone.
2. thinking someone is worthless.

contribute

1. to give something (time, money, ideas) to a cause.
2. to help make something happen. For example, to **contribute** to your community, to **contribute** to charity.

contribution

something given or contributed, such as a donation of money, an idea, some time.

cooperative

1. willing and able to work with others.
2. happy to help.

criteria

standards, rules, or facts by which to judge something, or someone. For example, when applying for a job you may need to prove you are suitable by showing how you fulfil the selection **criteria**.



curriculum vitae

a document that explains your work experience, education, **qualifications** and skills. A **curriculum vitae** is sometimes also called a CV, or a **resume**.

deductions

something (especially money) that is withheld or taken away. For example, **deductions** from your pay to cover tax and **superannuation**.

demand

1. an urgent or forceful request for something. For example, a **demand** for money.
2. to urgently ask for or insist on something. For example, to **demand** that a job gets done.

demanding

urgently asking for or insisting on something.

demote

1. to give someone or something a lower rank or grade.
2. to move someone into a less important position or job.

desirable criteria

standards that an **employer** would like you to meet when you apply for a job, but which are not **essential**. For example, it may be desirable for you to speak Mandarin, but you could still get the job even if you don't.

discrimination

treating someone differently, especially unfairly, because of their skin colour, age, language, sex etc.

dismissal

a **dismissal** is when an **employer** officially makes someone leave a job, or ends their employment.

eligible

if somebody is **eligible** for something, that means they are qualified, appropriate, or meet the necessary conditions. For example, **eligible** for long service leave, **eligible** for help from Centrelink.

employer

a person, organisation or company that pays people to work for it.



enterprise agreement

a legal agreement between workers and their **employer** about their pay and **working conditions**.

entitled

1. having permission to do or have something.
2. having the legal right to something. For example, everybody is **entitled** to a safe working environment.

entitlements

things you are owed or have the right to. For example, paid leave is an entitlement, except for **casual** workers.

essential

necessary, very important. For example, our **essential** needs are things like food, water, clothing, shelter. It is **essential** you have a drivers' licence if you are driving.

evidence

anything that can prove something is true. For example, if you need **evidence** you were hurt in an accident, ask you doctor for a letter.

federal

Australia is a federation of **states** and territories. This means there is a national government, with national laws, and also **state** and territory governments, with their own laws. The **federal** government is the national government of Australia. **Federal** laws are laws that apply to all of Australia.

fraud

an act of dishonesty or trickery, especially one resulting in a gain or advantage. For example, if you lie about your income so you don't have to pay tax, you might be committing the crime of tax **fraud**.

full-time (work)

work for the standard, or maximum, number of hours each week. In Australia, **full-time** generally means 38 hours per week.

grievance

1. something that is cause for a complaint. For example, being treated unfairly.
2. a complaint about something.

harassment

behaviour that is annoying, frightening, uncomfortable or unwelcome.



harsh

unkind, unfair, nasty, painful.

holistic

an approach (for example, to medicine or counselling) that takes into account the whole person, not just the problem being treated.

humiliated

when someone is made to feel ashamed, embarrassed or stupid. For example, being told off in front of other people, or treated like a child.

impairment

1. when you have something weakened or damaged.
2. a reduction in strength. For example, you might have a hearing **impairment** if you can only hear in one ear.

implication

something that is suggested, or hinted, without being said directly.

inappropriate

not suitable, correct or fitting a **particular** circumstance. For example, some clothes may be **inappropriate** to wear at work.

industry

a **particular** area of business or **trade** activity. For example, the building **industry**, the tourism **industry**.

initial

of, about or relating to the beginning of something. For example, your **initial** steps in finding work might be to register with Centrelink or an employment agency.

inspector

1. someone who investigates or makes assessments.
2. an official who makes sure laws and rules are being followed. For example, a parking **inspector** will check that your car is parked legally.

intellectual disability

1. a disability, disease or developmental problem that affects the brain.
2. a condition that affects learning, social skills, communication or behaviour.



intensive

involving lots of attention, care, effort etc. For example, if you don't speak English you may need to do an **intensive** language course before you enrol at university or look for a job.

intimidated

nervous, scared or shy about something or someone.

irrelevant

1. not related or connected.
2. not having anything to do with what is happening or being discussed.

irritate

to annoy.

job interview

a formal meeting between somebody looking for work and an **employer**. The **employer** will ask questions to find out if the person is suitable for the job.

junior

somebody who is lower in rank or status, younger, or has taken a position only recently.

jury service

A jury is a group of people chosen from the community who **participate** in a court trial. It is their job to hear all the **evidence** and decide if someone is innocent or guilty. **Jury service** is the time and service you give to the court if you have been chosen to be part of this group. **Jury service** is sometimes called jury duty.

linguistically diverse

having, or coming from, many different languages.

lodge

to submit, or send, or deposit something, like money or a form. For example, to **lodge** a tax return.

majority

most, the larger number, more than half.

multiculturalism

a theory or belief that all different cultures should be respected, and that having cultural difference and diversity is good for society.



multilingual

having, available in, or able to speak many languages. For example, a **multilingual** phone service means you can talk to someone in your own language.

occupation

job, employment, the type of work you usually do.

occupational health and safety

1. the maintaining of a safe, healthy workplace.
2. the rules and procedures that keep a workplace safe and healthy.

ombudsman

1. a commissioner, or official, who is appointed by the government to investigate complaints made by citizens.
2. Somebody who investigates complaints by people against government officials or institutions. For example, telecommunications **ombudsman**, Fair Work **ombudsman**.

ongoing

continuing, in process. For example, the project is **ongoing** - it will continue.

overtime

extra time you work, outside your normal working hours. For example, if you are asked to stay at work a few extra hours, or to work on a day you don't usually work, that is **overtime**.

parental

of, about, relating to a parent or parents. For example, **parental** leave is leave from work for people who have had a baby.

part-time (work)

work (or study, or other commitments) that is less than the standard, or maximum weekly working hours. For example, in Australia **part-time** work is generally less than 38 hours a week.

participate

to take part, be involved, share with others. For example, you might **participate** in social activities at work.

participation

when you take part, get involved, or share with others.



particular

something, or someone, separate to others. Not general. For example, 'this **particular** person, not just any person'.

pay slip

a small document that explains or summarises your pay. For example, some people get their **pay slip** by email each pay day.

performance

how you do, carry out, go about something. For example, in some industries, workers get **performance** pay: how much they are paid depends on how well their managers or supervisors believe they are working.

private sector

the part of the economy that is owned and run by private companies and individuals, not the government, to make money.

profit/profits

1. the amount of money a person or organisation has made.
2. the amount of money remaining from income after bills and expenses have been paid.

promote

1. to encourage, further, or help advance something. For example, to **promote** a friendly working environment, some workplaces organise shared morning tea or other social events.
2. to give someone a higher, or better paid position. For example, the assistant manager might be **promoted** and become the manager.

properly

correctly, accurately, in the right way. For example, if the computer isn't working **properly**, it needs to be fixed.

public sector

the part of the economy that is owned and run by the government and by government agencies.

qualification

1. a skill or ability that means you can do a job.
2. an official record, for example of a training course or university degree. For example, you must go to university for many years to get a medical **qualification**.



racial vilification

1. words or actions that speak badly of a person or group of people because of their race, religion, colour, nationality or ethnicity.
2. words or actions that might encourage people to hate or **ridicule** a person or group of people because of their race, religion, colour, nationality or ethnicity.

rebate

a discount or amount of money that is returned or given back after something has been paid for. For example, if you have to buy a uniform for work, you might get some of the money you spent back as a tax **rebate**.

recognition

when you realise, accept, or see that something is important or true. For example, if somebody says 'thank you for doing a great job', it might be **recognition** that you have been working really hard, or really well.

redundancy

when you have to leave your job because there is not enough work.

redundant

unnecessary, not needed. For example, if you lose your job because there is not enough work, that is called 'being made **redundant**'.

referee

1. someone who writes a letter saying that you would be a good person for a job or course.
2. someone who a potential **employer** can call to ask questions about you to find out if you would be a good person for a job.

rehabilitation

the help you need to get better after an accident or illness. For example, after an accident, **rehabilitation** might include physiotherapy, exercises, or counselling.

relevant

related, or connected, to what is being discussed or what is happening. For example, if you want to work in an office, being able to drive might not be **relevant**, but computer skills might be very **relevant**.

representing

helping somebody by speaking for them, acting on their behalf. For example a lawyer in court might be **representing** a victim of a crime, or they might be **representing** somebody who was charged with a crime.



resume

a document that explains a person's work experience, education, **qualifications** and skills. A **resume** is sometimes also called a **curriculum vitae**, or CV.

retirement

when you stop working, later in you life, and don't plan to work again. For example, if you finish work when you are 65 years old and start receiving the aged pension, this is called 'starting your **retirement**'.

ridicule

1. to make fun of someone.
2. to laugh at someone.

salary

the **wage**, or money, you are paid regularly for doing a job. **Salary** often means how much you earn over a whole year.

scheme

a plan, or program to help people. For example, the Paid **Parental Leave scheme** is so that parents can have time off work to look after a new baby.

selection criteria

the standards that a person, or group of people, will use when they are choosing someone for a job. For example, when you apply for a job, you might be asked to 'address the **selection criteria**' - this means explaining how you meet each of the standards, or have each of the skills, needed to do the job **properly**.

social justice

a philosophy, idea or belief that says different groups of people in society should be treated fairly and have the same opportunities to play a role in their community.

specific

something, or someone, separate to others. Not general. For example, 'this **specific** person, not just any person'.

state

one of the areas that makes up Australia. There are six **states** (for example, Queensland and Western Australia) and two main territories that are similar to **states** (for example, the Northern Territory). **States** and territories have their own governments, laws and services separate to the **federal** (national) government.



superannuation

regular payments your **employer** takes out of your **wages** and puts towards your **retirement**, so you have some money saved for when you finish working.

temporary

existing or happening only for a short time. Not permanent.

terminate

1. to end or finish. For example, the project will **terminate** at the end of the year.
2. to end or finish something. For example, we will **terminate** the project at the end of the year.

termination

the finish or end of something.

tertiary education

1. higher, post-secondary education.
2. university or college education.

trade

particular kind of job or **industry**, especially one that involves using your hands, like electrician, plumber or carpenter.

unfair dismissal

when an **employer** ends or **terminates** your job in a way that is unfair, **harsh** or unreasonable.

union

1. an organisation, or **association**, of workers from the same **industry** or type of work.
2. a workers' organisation that defends the rights of its members and tries to get better pay and conditions for them.

unjust

1. unfair.
2. not fair or reasonable.

vocational

relating to work and employment, or the skills you need to do a job. For example, **vocational** training is training that focuses on teaching you to do a **particular** job or **trade**.



volunteering

choosing to work without being paid.

wage/wages

the money you are paid each week, fortnight or month for the work you do.

workers' compensation

a type of insurance to cover businesses and organisations, to reimburse them for **wages** paid to workers who are injured at work. **Workers' compensation schemes** can also cover medical expenses for work-related injuries.

working conditions

the environment or situation at a workplace. For example, 'safe **working conditions**' means a safe work environment, where you have the safety equipment you need, everything works as it is meant to and your **employer** doesn't ask you to take unnecessary risks.



Appendix A

The MCNT Handbook Steering Committee thanks the following major organisations and individuals that contributed to this publication and made this Handbook possible.

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NT Minister for Multicultural Affairs - Peter Styles

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Department of Human Services - Jason Robeson

Anglicare - Mary Willems

Melaleuca Refugee Centre - Mary Taylor, Stephanie Howard, Tara Schmidt

NT Chamber of Commerce - Hugh Roberts

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Multicultural Community Services of Central Australia – Marguerite Baptiste Rooke

Department of Immigration and Citizenship - Edwina Blenkinsop, Jan Schmortte

Department of Industry, Innovation, Climate Change, - Susan Briggs

Science, Research and Tertiary Education

